

## **FINANCE COMMITTEE MEETING**

Monday, September 19, 2011

5:30 p.m.

Hampden Town Office

1. Review Minutes of 8/15/2011, 8/29/2011
2. Review & Signature of Warrants
3. Old Business
  - a. Pool Air Handler Replacement – Services Committee Recommendation
  - b. Outside Agency Funding
  - c. Code of Ethics – Review Draft
  - d. Draft Ad – Town Manager
  - e. Personnel Handbook Draft
4. New Business
5. Public Comment
6. Committee Member Comments

## **FINANCE COMMITTEE MEETING MINUTES**

Monday, August 15, 2011

### **Attending:**

Mayor Janet Hughes  
Councilor Thomas Brann  
Councilor William Shakespeare  
Councilor Kristen Hornbrook  
Councilor Jean Lawlis  
Councilor Shelby Wright

Councilor Andre Cushing  
Town Manager Susan Lessard  
Residents

1. Review Minutes of 8/1/2011 – Motion by Councilor Cushing, seconded by Councilor Wright to accept the minutes with no changes or corrections. Unanimous Vote.
2. Review & Signature of Warrants – Warrants were signed by Committee members as presented.
3. Old Business
  - a. Mil Rate – 2011/2012 Tax Year – Motion by Councilor Brann, seconded by Councilor Wright to recommend to the full council that the mil rate for the 2011/2012 fiscal year be set at \$15.90 per thousand, the same as the prior year. Unanimous vote
  - b. Pool Air Handler Replacement – Woodard & Curran Specs – Motion by Councilor Lawlis, seconded by Councilor Shakespeare to recommend to the full Council that the RFP for the pool air handler be approved contingent on a satisfactory review of the associated engineering costs by the Infrastructure Committee prior to going out to bid.
  - c. Review of Code of Ethics, Council Rules, Charter Provisions (continued)
4. New Business
  - a. Interview Lowell T. Sherwood, Jr. – Board of Assessment Review – The Finance Committee interviewed Mr. Sherwood as a candidate for the Board of Assessment Review. He formerly served on the local Board of Assessment Review, and is a member of the Maine State Board of Assessment Review. He is also a certified Maine Appraiser. Motion by Councilor Cushing, seconded by Councilor Lawlis to recommend to the full Council

the appointment of Lowell Sherwood to the Board of Assessment Review.

- b. Councilor Email Addresses Costs – The Town Manager presented to the Committee the subject of changing Councilor email addresses to 'town-owned' addresses which the Town could control in the event that a Councilor ceased service or there was a freedom of access request from Councilors. The Town has the ability to have up to 50 addresses at no cost – and at the present time the Town has 43. There are 7 Councilors and all could get Town email addresses and still be in the no-cost area. If the Town goes over 50, we would then be charged for each address and the cost would be approximately \$2500 per year in total. Councilors Hornbrook and Brann believed the Town email addresses were a good idea, Councilor Wright had no preference, and Councilors Shakespeare and Lawlis were not in favor. Motion by Councilor Hornbrook, seconded by Councilor Cushing to recommend to the full Council the no-cost implementation of town-owned emails for Councilors. Vote 4 – 3 (Hughes, Lawlis, Shakespeare). It was suggested that the subject of electronic communication related to Council Business should be discussed as part of the Council Rules/Code of Ethics review.

5. Public Comment - None

6. Committee Member Comments – None

Respectfully submitted,

Susan Lessard  
Town Manager

## FINANCE & ADMINISTRATION COMMITTEE MEETING MINUTES

Monday, August 29, 2011

### Attending:

Mayor Janet Hughes  
Councilor Shelby Wright  
Councilor Jean Lawlis  
Councilor Tom Brann  
Councilor Andre Cushing  
Councilor William Shakespeare  
Councilor Kristen Hornbrook

Town Manager Sue Lessard  
Residents

### 1. Discussion of Process for Manager Search

*The Town Manager gave the Town Council proposals from two firms in Maine, the Maine Municipal Association and Eaton Peabody Consulting Group, to provide assistance in the process of the Town hiring a new Town Manager. She also provided a memo to the Council with three questions related to the manager replacement process.*

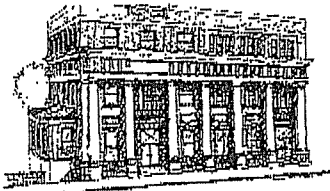
- a. *Who will conduct the process? It was the consensus of the Council that they would be the entity to be the review/interview team with the possible addition of a department head.*
- b. *Should the Council do the search on its own or engage a search firm? The Manager recommended a search firm so that the details of advertising and background checking and interview setup could be handled by a third party. It was the consensus of the Council to interview both firms. After a good deal of discussion, the interview date was set as September 12<sup>th</sup> with the first at 5:30 and the second at 6 prior to the Services Committee meeting. The backup date would be September 13<sup>th</sup> prior to the Communications Committee meeting. The Town Manager was directed to contact both firms to set up the interviews.*
- c. *What time line does the Council wish to meet? The Town Manager agreed to stay on until calendar year end if that much time is needed for the Town Council to secure the employment of a new manager. It was the consensus of the Council that they would prefer not to have a large 'gap' between managers. The Town Manager recommended that a 3 or 4 week period between managers would be good for the organization and the staff so that once a new manager is identified, people can get ready for the new manager without the distraction of the old one. The Manager indicated that she would work with the schedule of the Council to effect the best transition possible.*

*The Town Manager also provided the Council with a partial list of the duties and responsibilities that she performs. She indicated to the Council that she was continuing to work on the list and would provide an update for their use in developing a list of desired skill sets for the new manager.*

Respectfully submitted,

Susan Lessard  
Town Manager

Account Num	Account Name	2008 Budget	2009 Budget	Council 2010	2011 Budget	Expended 3/31/2011	Proposed 2012	Difference
<b>38-00</b>	<b>Outside Agencies</b>							
38-00-00-01	Hammond St. Sr. Ctr.	\$4,795.00	\$4,690.00	\$4,305.00	\$5,285.00	\$5,285.00	\$5,775.00	\$490.00
38-10-04-04	Eastern Area Agency	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$0.00
38-00-00-05	UCP	\$1,000.00	\$0.00	\$0.00	\$1,000.00	\$1,000.00	\$1,000.00	\$0.00
38-10-04-05	Hampden Historical	\$250.00	\$250.00	\$250.00	\$600.00	\$600.00	\$1,000.00	\$400.00
38-10-04-06	Com. Health & Counsel	\$2,152.00	\$2,152.00	\$2,380.00	\$0.00	\$0.00	\$0.00	\$0.00
38-10-04-07	Bangor STD Clinic	\$150.00	\$150.00	\$150.00	\$150.00	\$150.00	\$500.00	\$350.00
38-10-04-08	Penquis Cap	\$12,594.00	\$14,274.00	\$14,274.00	\$9,126.00	\$9,126.00	\$7,238.00	-\$1,888.00
38-10-04-09	American Folk Fest.	\$0.00	\$400.00	\$400.00	\$400.00	\$400.00	\$0.00	-\$400.00
38-10-04-03	Hampden Kiwanis	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Hampden Garden Club	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$600.00	\$600.00
38-10-04-10	Red Cross	\$0.00	\$0.00	\$1,580.00	\$1,580.00	\$1,580.00	\$1,580.00	\$0.00
	<b>38-00 Totals</b>	<b>\$24,441.00</b>	<b>\$25,416.00</b>	<b>\$26,839.00</b>	<b>\$21,641.00</b>	<b>\$21,641.00</b>	<b>\$21,193.00</b>	<b>-\$448.00</b>



# Hammond Street Senior Center

Established by the Couri Foundation in 1999

2 Hammond Street  
Bangor ME 04401  
Tel. 207.262.5532  
Fax 207.262.2475

www.hammondstreet.org

*"Where the region's seniors come to learn, create, play, keep fit, make friends & stay young"*

February 23, 2011

Susan Lessard, Town Manager

Council Members:

Matthew Arnett; Andre Cushing; Kristen Hornbrook;

Janet Hughes; Thomas Brann; Jean Lawlis; and William Shakespeare

5 page Fax to Janie at  
862-5067  
May 5, 2011

originally emailed  
← 2/23/11

Dear Ladies and Gentlemen,

On behalf of the **163 Hampden residents** who are active members of the Hammond Street Senior Center, I want to thank you for your generous past financial commitment.

As you begin budget deliberations, I respectfully request your approval of a **\$5,775 allocation**, the equivalent of \$35 per current Hampden resident.

To underscore the significant utilization of the Senior Center by Hampden residents and the importance of your continued investment:

- **7.15 percent** of the Senior Center's membership is comprised of Hampden residents
- Originally formed as a project of the Couri Foundation, the Hammond Street Senior Center, Inc. officially became its own **independent 501(c)(3) non-profit public charity** as of January 1. After 12 years of development and support, the Senior Center is now **locally directed, member-driven and financially on its own.**

The Town of Hampden's long-standing record of municipal support is a model for other municipalities in the region and represents a significant return on investment. While Hampden's support has remained steadfast, the need and expectation for community-based resources oriented toward aging and older adults is rapidly increasing. According to the U.S. Census Bureau:

- Hampden's population is **older and aging more rapidly** than state and national averages
- **One in five Hampden residents** is age-eligible to join the Senior Center
- **Approximately one in five Hampden households** have at least one member who could benefit from attending the Senior Center

Hampden's support of the Hammond Street Senior Center positions Hampden much further ahead of the **Graying Baby Boomer** curve compared to the majority of communities nationwide. Consider that a national initiative involving the National League of Cities, the National Association of Counties, and the International City/County Management Association advises:

- Only 46 percent of American communities have begun to address the needs of the rapidly increasing aging population, and few have policies, programs or services in place to promote the quality of life of older adults
- Making your community "*elder friendly*" to retain its attraction as a place to live for older adults requires more than basic health programs or indoor walking times offered through Parks and Recreation departments
- The diversity and depth of programming offered at the Senior Center addresses **eight out of 11 recommendations** from national initiative's report "*The Maturing of America: Getting Communities On Track for an Aging Population*"

Allocating funding to the Senior Center demonstrates **fiscal efficiency**:

- An aging population that is unhealthy places **more demand on municipal services**
- Older adults who are physically and socially active demonstrate a **higher level of engagement in community life**, volunteer more, and live independently longer
- Hampden's support **provides every senior with access** to the only full-time, multi-purpose facility of its kind in the region dedicated exclusively to seniors' health and well-being
- At the Senior Center, **Hampden residents have unlimited access** to 30 life-long learning courses offered year-round, an on-site fitness center, holistic health instruction including yoga, the state's only public clay pottery studio, advanced art instruction, free social activities, state-wide day trips, nutrition and cooking presentations, the regions only communal rooftop garden, and so much more

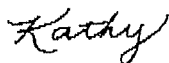
In summary, Hampden's allocation of fiscal support to the Hammond Street Senior Center:

- Advances Hampden's **civic responsibilities** to its residents,
- Provides **unparalleled benefit** to a full quarter of Hampden's population, and
- Improves the **quality of life and livability** of the Town of Hampden for all ages.

Please contact me if you have questions or if I may provide you with a tour of the Senior Center. A list of our Board of Directors and a breakout of membership by municipality are included with this packet. Additional information, including our current newsletter and our current HSSC Senior University course catalog are available on our website at [www.hammondstreet.org](http://www.hammondstreet.org).

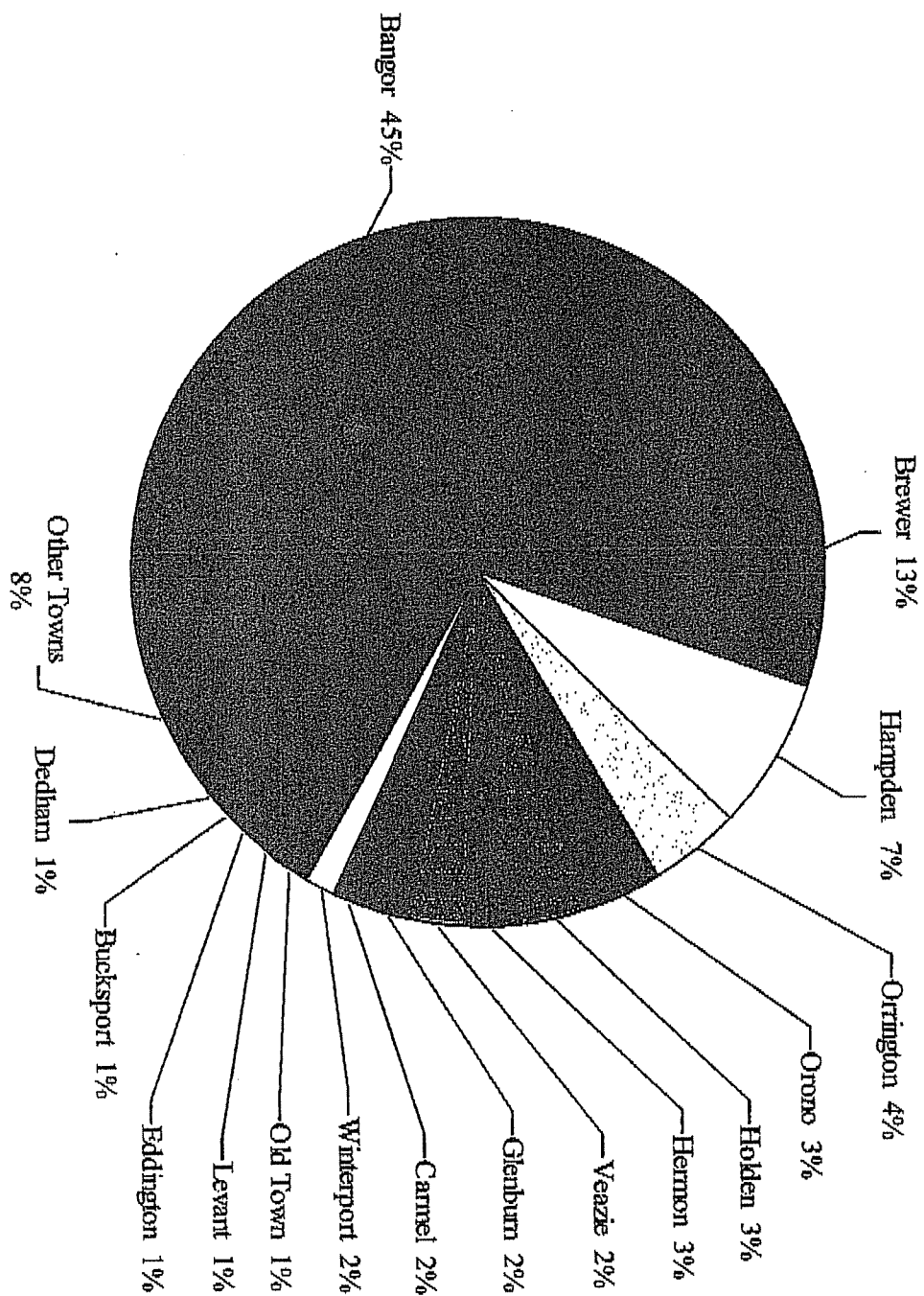
Thank you in advance for your continuing support.

Sincerely,



Kathy Bernier  
Executive Director

## Hammond Street Senior Center Membership By Town as of January 2011







# Hammond Street Senior Center

Established by the Couri Foundation in 1999

2 Hammond Street

Bangor ME 04401

Tel. 207.262.5532

Fax 207.262.2475

[www.hammondstreet.org](http://www.hammondstreet.org)

*"Where the region's seniors come to learn, create, play, keep fit, make friends & stay young"*

Your support of Hammond Street Senior Center is both a cost-effective means of advancing the health and welfare of your community's residents and a wise investment in the long-term viability and multi-generational vibrancy of your community.

The Senior Center's free social space provides seniors with a dignified, comfortable and physically accessible space where they can:

- Enjoy a book or book-on-tape/CD from our free lending library
- Soak up the sun while knitting, reading the newspaper or napping in our sunroom
- Watch a DVD or video tape from our library or their own collection in our media room
- Join in any number of daily "drop in" card games or weekly organized Bingo, Spades, Canasta, Bridge, Pinochle, Poker and Cribbage
- Pick up a match of ping pong, pool, or table-top shuffle board
- Check out our computer lab for free "drop-in" assistance with Web surfing, email, word processing and Google searches; enjoy free high-speed Internet; or just play games
- Utilize the sewing and quilting studio and pick up tips on how to use the sewing or embroidery machines or try a new technique during free "drop-in" hours weekly

The Senior Center's low/no-cost programs, presentations and activities enable seniors to:

- Join our groups for history buffs, crafters, gardeners, quilters, knitters and book lovers
- Attend a guest speaker, informative presentation, performance or holiday activities
- Enjoy monthly social teas and art galleries featuring other Senior Center members
- Grow vegetables and flowers in our container and raised bed rooftop garden
- Volunteer with or just enjoy monthly fundraising events including the book swap, plant sale, pottery luncheon; gift basket silent auction; pie and bake sales; and the like
- Eat a hearty and healthy meal prepared by volunteer chefs and retired cooks at least once a week or a full breakfast buffet prepared by other senior volunteers for only \$5 each
- Learn a new craft during a weekly get-together with crafters
- Collaborate on piecing and quilting a project during a weekly quilters get-together
- Meet new friends through card playing, classes and other activities
- Go on a mini-adventures with HSSC-facilitated day trips around Maine

Typical eight-week course offerings through the HSSC Senior University include:

- |                                  |           |                             |
|----------------------------------|-----------|-----------------------------|
| • Acrylic, Pastel & Oil Painting | • Pottery | • Introduction to Computers |
| • Cultural & Religious Studies   | • Writing | • Digital Photography       |
| • Line Dancing & Clogging        | • Acting  | • Yoga, Tai Chi & Qigong    |

The HSSC Fitness Center is a workout environment tailored to the needs of older exercisers, staffed by two certified fitness trainers and equipped with:

- |                              |                 |                       |
|------------------------------|-----------------|-----------------------|
| • Strength & Balance classes | • Tread climber | • Multiple treadmills |
| • Balance building aid       |                 |                       |



# Hammond Street Senior Center

Established by the Couri Foundation in 1999

2 Hammond Street  
Bangor Maine 04401

Tel. 207.262.5532

Fax 207.262.2475

[www.hammondstreet.org](http://www.hammondstreet.org)

---

*"Where the region's seniors come to learn, create, play, keep fit, make friends & stay young"*

---

## 2011 Board of Directors

Paula Ballesteros RN  
78 Packard Dr.  
Bangor, ME. 04401  
[pballesteros@emh.org](mailto:pballesteros@emh.org)

Nurse Manager Rehabilitation/Employee Health EMMC

Paul Cook  
P.O. Box 1193  
Bangor ME. 04402-1193  
[paulthoop@aol.com](mailto:paulthoop@aol.com)

President Maine Real Estate Management

Elaine Couri  
164 Ramapoo Rd.  
Ridgefield, CT. 06877

Couri Foundation, Inc.

John A. Couri  
164 Ramapoo Rd.  
Ridgefield, Ct. 06877  
[johncouri@courico.com](mailto:johncouri@courico.com)

President Couri Foundation, Inc.

CarolAnne Dube  
Development Director  
St. Joseph Healthcare  
P.O. Box 1638  
Bangor, ME. 04402-1638  
[Carolanne.dube@sjhhealth.com](mailto:Carolanne.dube@sjhhealth.com)

Development Director, St. Joseph Healthcare

Jonathan Plummer  
1592 State St.  
Veazie, ME. 04401  
[Jonathan.plummer@bangor.com](mailto:Jonathan.plummer@bangor.com)

Vice President, Area Sales Mgr. Bangor Savings Bank

Nat Putnam  
150 Norway Rd.  
Bangor, ME. 04401  
[nputnam@eatonpeabody.com](mailto:nputnam@eatonpeabody.com)

Attorney/ Eaton Peabody

12/22/10

Town of Hampden  
Town Manager  
106 Western Avenue  
Hampden, ME 04444

The Eastern Agency on Aging is a nonprofit 501(c)3 organization that provides essential services to seniors, adults with disabilities and caregivers in Hancock, Penobscot, Piscataquis and Washington counties.

Eastern Area Agency on Aging has provided a variety of crucial services to residents of Hampden, valued at \$52,026.55. Please see the enclosed page for details. EAAA needs your support in order to maintain services for which there is limited funding. Community financial support will be a key component in our plan for services in the upcoming year.

As you prepare your budget, Eastern Area Agency on Aging asks you to include \$3,500.00 to support programs for the elderly, caregivers and adults with disabilities who are residents of Hampden. These services help our elderly and disabled remain independent, feel financially secure, be well nourished, have access to health care and make informed decisions on benefits such as the Medicare prescription drug program.

We also hope you'll notify us whenever elderly and disabled citizens of your community need help. Town officials prove to be an important part of our efforts as we attempt to reach out to those individuals who need us but who may be unaware of our services.

\* The Municipal Services page of [www.eaaa.org](http://www.eaaa.org) is in progress and will display the services that were provided and funding received from each town.

Please fill out and return the enclosed card so we may fully understand your requirements and process. In the meantime, if you have questions, please call Carol Higgins Taylor at 1-800-432-7812.

Sincerely,

*Noëlle L. Merrill*

Noëlle Merrill  
Executive Director

\* This is up and working now. It is on the left side of the screen, at the bottom.  
Thanks.

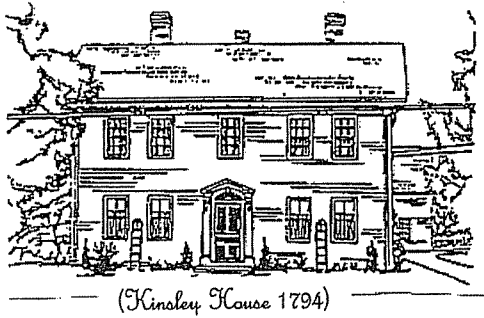
**SERVICES PROVIDED  
TO THE OLDER AND DISABLED CITIZENS Of Hampden  
BY EASTERN AREA AGENCY ON AGING**

<b>Service</b>	<b>Client</b>	<b>Unit</b>	<b>Cost</b>
<b>COMMUNITY SERVICES</b>			
<u>Information and Assistance</u> - office appointments, home visits and telephone calls linking individuals with available services.	139	216	7,043.76
<u>State Health Insurance Assistance Program (SHIP)</u> - helps people understand their Medicare benefits and other health insurances.	33	45	1467.45
<u>Transportation</u> - limited transportation for medical appointments and personal errands for those who qualify (where available.)	1	18	230.88
<b>NUTRITION SERVICES</b>			
<u>Community Cafes</u> - seniors get together for a delicious meal and socialization.	66	1863	21,163.68
<u>Meals on Wheels</u> - home delivered meals	21	1501	8,960.97
<u>Commodities</u> - supplemental food program for eligible seniors.	8	27	1,532.25
<u>Furry Friends Food Bank</u> - provides low-income seniors and disabled with supplemental pet food to help feed their pets.	3	483	483.00
<b>EAA-Z FIX</b> - is a minor home repair program for seniors who want to remain in their homes safely.	4	4	56.00
<b>FAMILY CAREGIVER SERVICES</b> - provides support education - to individuals caring for loved ones- specializing in Alzheimer's/dementia	44	82	10,427.28
<b>LEGAL SERVICES for the ELDERLY</b> - provides free legal assistance to seniors.	22	22	661.28

Total UNDUPLICATED number of Citizens served by EAAA: 259

Total VALUE of services provided: 52,026.55

Total AMOUNT of funding request: 3500.00



# Hampden Historical Society

P.O. Box 456

Hampden, ME 04444

Tel. (207) 862-2027

---

May, 2011

Town of Hampden  
Hampden Town Council  
106 Western Ave  
Hampden, ME 04444

The Hampden Historical Society is again seeking your support to insure the continued historical preservation of our town's heritage for future generations. We hold 9 monthly meetings throughout the year, which include a program and refreshments. Some of our fund raising activities include: The Annual Book/Yard Sale, A Bus Trip to a Historical Site, Heritage Day in September (even years), and the Annual Christmas Fair in November.

The purpose of this letter is to request your donation in support of maintaining the Kinsley House and the accessory buildings. During the past we have done small repairs and renovations while saving money in case of larger expenses. The barn exterior needs to be repaired and painted. We hoped to be able to have at least the front of barn done this summer. However, first we must replace our entire sewer line after a back up, clean up, and a camera showed that tree roots and collapsed areas are the problem. That will cost us over \$9,000. In this depressed economy we are not receiving donations from our community and your 2011-12 budget donation of an increased amount, say \$1,000, will help us with this project.

The Hampden Historical Society has an extensive archives used by genealogists throughout the U. S. Many artifacts in our collection are Hampden related. Plans for enlarging the archives are ongoing. The Kinsley House Museum is not only the home of the Hampden Historical Society, but is dedicated to the preservation of the history of Hampden for all Hampden residents.

Sincerely,

Hampden Historical Society

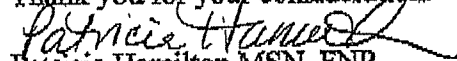
May 5, 2011

Dear Town of Hampden:

For the past 25 years Bangor Health & Community Services has been providing preventive services in the Northern Maine region. One component of our services includes the prevention of sexually transmitted diseases within this region. Our staff consists of one full time and one part time employee who work diligently and quietly to prevent the spread of disease in our communities. Although not glamorous we provide essential, confidential safety net services primarily to those who do not have a provider or those seeking anonymous testing services.

Reimbursement for this service thru the state has become less reliable and many of our clients do not qualify as they are often the working poor. A small payment of Five Hundred Dollars (\$500.00/fee based on \$50.00 per clients served) on behalf of your town for these services would go a long way to helping to keep our clinic functioning in future years. Prevention although difficult to measure is nearly always more cost effective than paying the higher cost of medical care to infected individuals. If you would like information on the number of clients served from your communities please do not hesitate to call.

Thank you for your consideration.

  
Patricia Hamilton MSN, FNP  
Bangor Health & Community Services  
103 Texas Ave. Bangor, Me 04401  
992.4550/945.4448 (f)

# PENQUIS

Helping Today • Building Tomorrow

Ms. Susan Lessard  
Town of Hampden  
106 Western Ave  
Hampden, ME 04444

Dear Ms. Lessard:

Penquis is requesting that the Town of Hampden allocate \$7,238.00 at its 2011 meeting to support Penquis' work.

Historically Penquis has asked for an appropriation amount equal to 2.6% of the total value of the services received. Though modest in percentage, the actual dollar amount of the request can be quite substantial, due to the wide range of services offered and the number of people served. In recognition that large requests can pose a burden for some communities, and are simply unrealistic given the many demands on town and city budgets, Penquis has decided to once again reduce its request to an amount equal to 1.3% of services received.

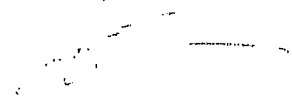
During the year ending May 31, 2010, Penquis assisted residents of Hampden with services valued at \$556,786.00. A one-page summary of services provided to residents and the value of those services is enclosed.

You can go to the Penquis website at [www.penquis.org](http://www.penquis.org) to view the Annual Service Report for the year ending May 2010. The report lists the services provided to each town by program and the value of that service. We would be happy to provide a hard copy of the report. Please contact me if you would like to receive a copy.

It is important that Penquis discuss its services with municipal officials to learn how we might better assist the least fortunate of our citizens. I would be pleased to have a member of our staff meet with you, review this request and identify how Penquis might be most responsive to the needs of Hampden.

In the meantime, if you have questions about our request or if Penquis can assist one of your citizens, please call me at 1-800-215-4942 or 973-3500.

Sincerely,

  
Charles Newton  
Executive Director

262 Harlow Street	(207) 973-3500
PO Box 1162	Fax (207) 973-3699
Bangor, Maine 04402	TDD (207) 973-3520
<a href="http://www.penquis.org">www.penquis.org</a>	1-800-215-4942

TO: Citizens of Hampden

Year End: 2010

Penquis provides health, human services and other support to low-income people throughout Knox, Penobscot and Piscataquis counties. During the past year, the following services were provided to residents:

SERVICE	NUMBER SERVED	VALUE (includes leveraged funds)
Autism	12 Families	\$27,540
Central Heating Improvement Program	8 Clients	\$13,331
Child Care	11 Children	\$70,466
Child Care Resource Development Center Services	25 Families	\$7,500
Child Care Resource Development Center Training	9 Clients	\$2,224
Dispute Resolution Center	35 Families	\$13,895
Early Head Start	4 Children	\$53,300
Emergency Crisis Intervention Program	20 Households	\$5,517
Foreclosure Prevention	4 Households	\$1,060
Friend & Family Reimbursement	28,126 Miles	\$6,188
Good Neighbor Heating Assistance	4 Households	\$1,171
Head Start	8 Children	\$67,112
Health Services: Family Planning & Education	272 Clients	\$59,024
Home Buyer Education	9 Clients	\$2,475
Home Repair	1 Clients	\$32,712
Homeless Prevention Services	5 Clients	\$3,225
Law Project	2 Clients	\$3,134
Law Project Consultations	3 Units	\$978
Parents Are Teachers Too	6 Families	\$13,314
PUC Refrigerator Replacement	2 Clients	\$1,112
Section 8	3 Clients	\$16,574
Senior Volunteer Programs	733 Volunteer Hours	\$11,992
Small/Micro Business Development Services	6 Clients	\$3,000
The Lynx: Van Miles	18,039 Miles	\$56,101
The Lynx: Volunteer Miles	55,871 Miles	\$24,583
USDA Food Program	5 Providers	\$25,805
Weatherization	8 Clients	\$33,453
Total Value:		\$556,786

This year we are requesting: \$7,238

Municipal support is greatly appreciated, as it provides flexible funds to meet important needs that specific, earmarked Federal and State funding does not allow.

Thank you for your continued interest and support!





**American Red Cross**

**73 Hammond Street Suite 1**

**Bangor ME 04401**

**Phone: 207 941-2903 Fax: 207 941-2906**

**www.pinetree.redcross.org**

**Contact: Michael Sirota, De**

**sirotam@pir**

*mike e Mailed  
an unsigned  
one AS well  
J*

November 23, 2010

Councilors, Town of Hampden  
106 Western Avenue  
Hampden ME 04444-1428

Dear Councilors,

In the year ended June 30, 2010 the Pine Tree Chapter of the American Red Cross, a local Maine agency for 91 years, provided services with a value of \$8,915 to 74 residents of the Town of Hampden.

Every Hampden resident is eligible to use all Chapter services. In the year ended June 30, 2010, the Chapter provided emergency, disaster, armed forces, and training services residents of Hampden as described below and disclosed on the attached data sheet.

That is why I ask the Town of Hampden to make a municipal contribution of \$1,580 to the Pine Tree Chapter of the American Red Cross in calendar year 2011 or the fiscal year 2011-2012. I ask you to place an article requesting those funds (\$1 or less for every Town of Hampden resident) – or any amount you consider appropriate – on the next municipal warrant for a vote at the next Town Meeting, or include the gift in the municipal budget, or take any other suitable action resulting in a municipal gift.

In the year ended June 30, 2010, the Pine Tree Chapter these services to Mainers:

- ▶ Disaster and Emergency Services – food, clothing, shelter and emotional support – to more than 300 people facing an unexpected house fire, flood, or other personal disaster, including \$365 worth of services to 2 Hampden residents;
- ▶ Service to the Armed Forces – helping connect and serve military families in times of family emergencies – to more than 750 soldiers, sailors, airmen, Marines, and Maine National Guard members and their loved ones, including \$150 worth of services to 4 people from Hampden;
- ▶ Health and Safety Education and Training – including First Aid, CPR, Life Saving, Water Safety and other programs – to nearly 11,000 Mainers, including \$8,400 worth of training for 168 people from Hampden; and
- ▶ Preparation Planning and Services to communities, businesses and local agencies – including Hampden's county Emergency Management Agency – preparing for hurricanes, floods, storms, power outages, pandemic and other natural and man-made disasters.

The Pine Tree Chapter helps people in 304 Maine communities. Your municipal support in calendar year 2011 or fiscal year 2011-2012 will help provide critical services to people who live in the Town of Hampden. Other communities will support services for neighbors in your county. *The Chapter receives no money from the national office of the American Red Cross, from the federal or state or county government, or from United Way.*

The Pine Tree Chapter of the American Red Cross is grateful for the Town of Hampden's most recent gift of \$1,580. With a contribution next year of \$1,580 – or any amount – the Chapter will continue to provide Hampden residents with disaster response, Armed Forces Emergency and Health and Safety services. Thank you for considering this municipal support request for the coming year.

Sincerely,

*Michael Sirota*  
Michael Sirota, Development Director

**PINE TREE CHAPTER OF THE AMERICAN RED CROSS****Year-round services available for residents of the****Town of Hampden**

- ▶ **Disaster and Emergency Services** -- food, clothing, shelter, medicine and medical equipment replacement, and emotional support to people facing a personal disaster such as a house fire, flood, storm damage, or severe power outage
- ▶ **Service to the Armed Forces** -- helping connect military families in times of family emergency or the birth of a child, and helping find emergency financial assistance to soldiers, sailors, airmen, Marines, and members of the Maine National Guard
- ▶ **Health and Safety Education and Training** -- including First Aid, CPR, Lifesaving and Water Safety and other training programs
- ▶ **Preparation Planning and Services** -- training and collaboration with communities, businesses and local agencies -- including Emergency Management Agencies -- preparing for earthquake, flood, hurricane, power outage, toxic spill, pandemic and other natural and man-made disasters

**Last year, 174 Hampden residents  
received \$8,915 in services provided by the  
Pine Tree Chapter of the American Red Cross.**

**Hampden residents made use of these valued  
Pine Tree Chapter program services  
Between July 1, 2009 and June 30, 2010:**

<b>Local Disaster Relief Services --</b>	<b>2 RESIDENTS</b>
<b>Value of LDR Services provided: \$365</b>	
<b>Service to the Armed Forces --</b>	<b>4 RESIDENTS</b>
<b>Value of SAF Services provided: \$150</b>	
<b>Health and Safety Education and Training --</b>	<b>168 RESIDENTS</b>
<b>Value of H&amp;S Services provided: \$8,400</b>	

2-3-11

### TOWN MANAGER

The Town of Hampden, Maine is seeking qualified candidates for the position of Town Manager. Located in the Greater Bangor area, Hampden has a growing population of 7,256, Mayor/Town Council/Town Manager form of government, 57 FT and many PT employees, and a municipal budget of \$7.1 million.

The Council is seeking an individual with strong budget and financial management skills, experience in personnel management and labor relations, knowledge of solid waste management and economic development issues, and experience in grant preparation and administration. Candidates should possess demonstrated leadership ability, excellent written and oral communication skills, computer literacy, and the ability to work closely with the Town Council. Municipal management experience and a minimum of a Bachelors degree in Public or Business Administration are preferred, but candidates with comparable work and educational history are encouraged to apply. Salary is negotiable based on experience and training. Send cover letter and resume with salary requirements by October 17, 2011 at 5:00 p.m. by email:

[HumanResource@memun.org](mailto:HumanResource@memun.org); fax: (207) 624-0118; or by US mail to:

Director, Personnel Services & Labor Relations  
Maine Municipal Association  
60 Community Drive  
Augusta, ME 04330

Hampden is an Equal Opportunity Employer

###

DRAFT  
PERSONNEL  
HANDBOOK

## SECTION 1

Welcome Letter Town Manager  
Mission Statement  
General Provisions  
Nature of Handbook  
How We Behave, Standard Conduct & What We Expect of Each Other  
Orientation  
Employee Acknowledgement Form

## SECTION 2

Equal Opportunity  
Sexual Harassment Policy  
Hostile Work Environment & Incivility  
American with Disabilities Act

## SECTION 3

Recruitment, Testing & Hiring Practices  
Types of Employment  
Probationary Period  
Position Classification & Pay Plan  
Promotions & Transfers  
Hours of Work and Standard Work Week/Overtime  
Attendance & Time Sheets  
Employee Performance Evaluations  
Employee Training  
Travel Reimbursement Policy & Practices  
Emergency Call-Back Pay  
Dress Code Policy  
Personnel Files  
Lay-Off, Recall, Resignation  
Outside Non-Employment & Political Activities

## SECTION 4

Employee Benefits  
Workers Compensation

## SECTION 5

Vacation Leave  
Sick Leave  
Bereavement Leave  
Compensatory Time Off  
Discretionary Leave without Pay  
Employment Leave for Victims of Violence  
Family & Medical Leave (FMLA)  
Maine Family Military Leave  
Military Service Leave

## SECTION 6

WhistleBlower Protection````  
Customer Complaint Policy  
Smoke Free Workplace Policy  
Drug Free Workplace Policy  
Compliance with Regulations/Prescription Drug Use  
Consequences of Violation of Policy  
Confidentiality of Information  
Violence in the Workplace Policy

## SECTION 7

Information Systems Policy  
Personal Computers  
Using E-Mail & Voice Mail  
Fax Machines/Other Prohibited Uses

## SECTION 8

Grievance Procedures  
Disciplinary Action

Dear New Employee:

Welcome to the Town of Hampden. As a new employee for the Town, I want to wish you success and personal satisfaction as a member of the Town of Hampden employee 'team'.

We are fortunate to have many highly qualified and talented individuals who work for the Town. There is a wealth of experience and knowledge and a cooperative, team-centered approach to the work that needs to be done. There are high standards and expectations for accomplishment, but there is also training and advancement opportunities, fair pay, and excellent benefits offered in return.

This Employee Handbook defines work rules, benefits, applicable policies that identify regulations related to smoking and drug and alcohol use and family medical leave, the grievance procedure-and many other items that really define the employer-employee relationship here. It is important that you read and understand the contents of the handbook. After doing so, if you have questions about any material in it, please see Finance and Human Resource Officer Tammy Ewing and she will be happy to answer them.

Tammy handles all questions related to payroll and accounts payable as well as information for employees who are both newly hired and those separating from service. Questions related to insurance coverage(s) and changes should also be directed to Tammy.

Again - welcome. I look forward to working with you.

Sincerely,

Town Manager

## **MISSION STATEMENT TOWN OF HAMPDEN**

Our mission is a continual journey to improve Quality, Understanding, Enthusiasm, Service and Teamwork in all levels of the Town of Hampden by providing an open forum to achieve excellence in communication, work processes and to promote unity.

We will continually reinforce our reputation for superior customer service by providing respect, training, involvement, recognition, reward, security and advancement opportunities to our employees.

We will address both internal and external needs, never losing sight of the value of humor.

We will reach for the best within ourselves.

## GENERAL PROVISIONS

**Purpose:** The purpose of the Town Council in adopting the Personnel Rules and Regulations Ordinance (hereinafter "Ordinance") was to set forth a uniform and equitable system of personnel administration for the Town of Hampden, to promote the most effective and efficient municipal operations on behalf of citizenry and to pursue positive employee moral. The purpose of this Handbook is to provide each employee with a written summary of work benefits, privileges and responsibilities to better ensure that all employees are treated equally. The Handbook is based on the provisions, and also includes administrative provisions by the Town Manager. We strive to provide logical, workable method for employees to resolve any conflicts that may arise.

**Scope:** Except as otherwise provided, the rules and policies set forth in the Ordinance and this Handbook shall apply to all Town of Hampden employees. These rules shall not apply to any employee covered by a collective bargaining agreement between the Town and its organized employees. Fringe benefits provided by the Town apply to full time employees only.

**Administration:** Insuring the day to day administration of the rules and policies shall be the function of the Town Manager, working with each Department Head. It shall be the responsibility of each Department Head to insure his/her own familiarity with the rules and policies, as well as that of his/her staff.

**Department Rules:** It is recognized that there may be a need to establish and maintain departmental rules of conduct and procedures, especially in the emergency service areas. In the case of conflict between the rules and policies of the Ordinance and this Handbook and those rules and procedures of specific departments, the rules and policies of the Ordinance and this Handbook shall be controlling unless the department rules and any revisions have received Council approval.

**Note:** We shall try to make every effort to insure maximum compatibility between these rules and departmental rules.

### **Compliance with Governmental Laws and Regulations:**

The Town of Hampden has made every effort to ensure that the rules and policies of the Ordinance and this Handbook are in compliance with all federal, state and local employment laws and regulations. In the event that a provision in the Ordinance or this Handbook is in conflict with a federal, state or local law or regulation, the appropriate law or regulation will prevail, and the provision in the Ordinance or this Handbook shall be deemed amended to the extent necessary to comply with such law or regulation.



## **NATURE OF HANDBOOK**

Neither the Ordinance, nor this Handbook, is intended to create an employment contract, express or implied, and the Town of Hampden reserves the right to modify the rules, policies and procedures contained in the Ordinance or this Handbook. Any changes to the Ordinance or this Handbook must be in writing and approved by the Town Council.

This Handbook is intended as a summary of rules, policies and procedures, and is not intended to be a complete description of the Town of Hampden's rules, policies and procedures concerning employment by the Town. The actual policies referenced in this Handbook can be accessed in their entirety during normal business hours in the personnel office.

## **HOW WE BEHAVE**

We accept the need to be accountable to the public for the resources with which we are entrusted. We are self-motivated, committed to doing our best work and honest in our use of time and talents, recognizing that we share a reputation that is dependent upon the actions and behaviors of each of us. We take pride in our work.

We share the responsibility to create and maintain a clean, safe work environment that enables each of us to do our best job and to realize our personal purpose and potential. Personal commitment to mission, enthusiasm for the work, mutual support and an interest in finding some fun amongst the toil are the most important things that we offer to each other.

We are honest and candid about our individual and collective performance: we look to do better what we do well. We are adaptable. We take risks and accept failure as part of the learning process.

## **STANDARD OF CONDUCT**

Employees of the Town of Hampden are to regard themselves as public employees and as such they are to be governed by the highest ideals of honor and integrity in all their public relationships in order that they may merit the respect and confidence of the general public. The Town of Hampden maintains a drug and alcohol free workplace. No employee shall report to work under the influence of alcohol or drugs. Employees on medication for treatment of illness or injury shall not perform work activities that are prohibited under the terms of the prescriptions.

## **WHAT WE EXPECT OF EACH OTHER**

- We expect everyone to behave as responsible, professional adults.
- We expect hard work, a positive attitude and a personal commitment; you expect to be fairly compensated and fairly treated.
- We expect you to treat tools well, use your time honestly and stay well informed; you expect to be given the tools, time and information to do your work well.

- We expect everyone to treat our customers with courtesy, dignity and respect; You expect our customers to treat you with courtesy, respect and dignity.
- We expect everyone to take pride in his/her work and to openly be supportive of coworkers and the Town of Hampden; you expect to receive support from your coworkers and the Town of Hampden.
- We don't have many rules and we expect everyone to follow them; you expect everyone to follow the rules.
- We all expect to have some fun together.

## **ORIENTATION**

- Tour of the work area
- Receipt of the Employee handbook and signed Acknowledgement Form
- Introduction to co-workers
- Basic information on keys, rest rooms, break areas, entrances, exits
- Review and discussion of job descriptions, job expectations and short term goals
- Details on the work area (use of telephones, computers, e-mail system, appropriate access instructions)
- Completion of necessary payroll forms and communication of pay cycles
- Lunch/Break schedules
- Assign a buddy or peer to shadow with
- Meet with them briefly at the end of the day to discuss any concerns they have
- Discussion on Open Door Policy

## EMPLOYEE ACKNOWLEDGMENT FORM

This form acknowledges that I have received a copy of the Town of Hampden's Employee Handbook and that I understand that the Employee Handbook describes important information about the Town. I understand that I should consult the Human Resource Officer regarding any questions not answered in the Handbook.

I have entered into my employment relationship with the Town of Hampden voluntarily and acknowledge there is no specified length of employment unless otherwise provided in a notice of appointment or employment contract.

Furthermore, I acknowledge that this Handbook is neither a contract of employment nor a legal document. I have received the Handbook, and I understand that it is my responsibility to read and comply with the policies contained in this Handbook and any revisions made to it. Any contract of employment must be in writing and must be signed by the Town Manager.

\_\_\_\_\_  
DATE: \_\_\_\_\_

## **EQUAL OPPORTUNITY POLICY**

The Town of Hampden is committed to providing equal employment opportunities for all persons making application to the Town and for equity of treatment and advancement opportunities for its employees. The Town therefore sets forth the following:

1. The Town of Hampden shall recruit, hire, upgrade, train and promote in all job titles without regard to race, color, ethnicity, national origin, ancestry, religious belief, political affiliation or belief, age, gender, sexual orientation, marital status, veteran status, physical or mental disability,( except where based on a bona fide occupational qualification.)
2. All other personnel actions, such as compensation, layoffs, discipline, etc. shall be administered without regard to those characteristics as outlined in #1 above.
3. All employment decisions will be based upon the principles of Equal Opportunity and with the intent to further the Town of Hampden's commitment to Equal Opportunity.
4. It is the policy of the Town of Hampden that no person shall, on the grounds of race, color, ethnicity, national origin, ancestry, religious belief, age, gender, sexual orientation, marital status, veteran status or physical or mental disability be discriminated against .
5. Any violation of this stated policy, or the practice of discrimination by any person employed by the Town of Hampden, may be considered grounds for disciplinary action, up to and including dismissal

The responsibility for implementing and monitoring this policy for the Town of Hampden is assigned to the Town Manager and/or the Human Resource Officer.

## SEXUAL HARRASSMENT POLICY

It is the policy of the Town of Hampden that all employees have the right to work in an environment free of illegal discrimination, which includes freedom from sexual harassment. The Town will not tolerate any form of sexual harassment by Supervisors, co-workers, members of the general public or any other visitors to the workplace. This policy is intended to prohibit offensive conduct, either physical or verbal, that threatens human dignity and employee morale.

Sexual Harassment is outlined in the EEOC Sexual Discrimination Guidelines and the Maine Human Rights Act.

1. Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when (a) submission to such conduct is made either explicitly or implicitly a term or condition for employment (b) submission to or rejection of such conduct by an individual is used as a basis for employment decisions (c) such conduct has the purpose or effect of substantially interfering with work performance or creating an intimidating, hostile or offensive working environment.
2. The following are some common types of conduct that may constitute sexual harassment:
  - slurs, jokes or degrading comments of a sexual nature
  - unwelcome sexual advances
  - suggestive or lewd remarks
  - unwelcome hugging, touching or kissing
  - requests for sexual favors
  - repeated offensive sexual flirtation or propositions
  - the display of sexually offensive pictures or objects
  - repeated unwelcome physical contact or touching such as patting, pinching or constant brushing against another's body

Department heads, Supervisors and the Town Manager are responsible for monitoring behavior which could be construed as harassment and for initiating necessary action to eliminate such behavior. An employee who feels exploited should immediately report the matter to his/her Supervisor, Department Head or if they prefer, the Town Manager and /or the Human Resource Officer.

The Town Manager, or designee, will immediately investigate any complaints and take disciplinary action if warranted. Such action may include suspension, demotion or termination of employment.

## **HOSTILE WORK ENVIRONMENT AND INCIVILITY POLICY**

The Town of Hampden promotes a productive work environment and does not tolerate verbal or physical conduct by any employee that disrupts or interferes with another's work performance. The Town will not tolerate unlawful discrimination, harassment or incivility.

"Incivility" is defined as seemingly inconsequential, inconsiderate words or deeds that violate a conventional work place conduct. It includes such behavior as shaming, verbal humiliation, potshots, sarcasm and rudeness. Passive hostility, manipulation and team sabotage are also considered to be an "incivility".

Such behavior should be directed to your Supervisor, Department Head or Town Manager. The Human Resource Officer is also available if necessary.

## **THE AMERICANS WITH DISABILITIES ACT (ADA) POLICY**

The following policy is the Town of Hampden's commitment to the Americans with Disabilities Act ("ADA") and Maine's counterpart, the Maine Human Rights Act (MHRA):

### **Purpose:**

The ADA and MHRA prohibits discrimination in employment on the basis of a physical or mental disability.

### **Employment Requirements:**

As an employer, the Town of Hampden must:

- Have non-discriminatory application procedures, qualification standards and selection criteria and all other terms and conditions of employment.
- Make reasonable accommodation to the known limitations of a qualified applicant or employee unless to do so would cause an undue hardship.

### **Exceptions:**

The ADA and MHRA make exceptions regarding employment of a person who poses a direct or significant risk to the person or to others, such as a person with a contagious disease or a person who illegally uses drugs or alcohol.

### **Disability Defined:**

Anyone with a physical or mental impairment substantially limiting one or more major life activities; has a record of such impairment; or is regarded as having such an impairment, is considered a person with a disability.

In terms of employment, the law defines a "qualified individual with a disability" as an individual with a disability who satisfies the requisite skill, experience, education and other job-related requirements and who can perform the essential functions of the job with or without reasonable accommodations.

The responsibility for implementing and monitoring this policy is assigned to the Town Manager and/or the Human Resource Officer. All complaints should be directed to them.



## **RECRUITMENT, TESTING, AND HIRING PRACTICES**

**Appointments:** The employment of all personnel shall be the responsibility of the Town Manager in accordance with Section 206 and Section 301 of the Town Charter. There shall be as wide a search for a candidate as possible. The character of this search will vary from position to position, but will consist of internal posting for Town employees first. The search may then include advertising, open competitive examination, contact with state and other employment offices and contact with special sources of information in each case.

**Eligibility:** It is the policy of the Town Council that all positions in the Town of Hampden be filled by fully qualified persons who have been examined on the basis of job related criteria. Eligibility for appointment shall be based on such an examination. Individuals will be recruited from a geographic area as wide as necessary to ensure obtaining well-qualified persons for employment. In cases where residents and non-residents are substantially equally qualified for particular vacancies, residents shall receive first consideration.

**Applications:** Applications for employment shall be made on a standard application form or by submission of a resume, or both. Employment forms are available from the Human Resource Office.

**I-9 Forms:** After a job offer has been made, but before any person can begin work, this form needs to be completed. It is proof of employment eligibility and is a requirement of Federal Law.

**Application/Testing:** Candidates for positions shall be examined on the basis of the job related criteria. Examinations may include such things as: applications/resume review, completion of written or skills tests, evaluation of education and job experience, personal interview, medical examination, psychological examination and background investigation. Any required medical or psychological examination shall occur after a job offer, but before the offeree can begin work.

## TYPES OF EMPLOYMENT

**Full Time Employment:** An appointment to work a standard work week (based on 40 hours unless employed by Public Safety) on a continuing or indefinite basis. Except as otherwise provided, such employees are subject to the rules, policies and procedures of the Ordinance and this Handbook and receive all benefits and rights provided by the Town of Hampden.

**Part Time Employment:** An appointment to work less than the standard work week, but on a continuing or indefinite basis. No employer-paid benefits will be offered by the Town of Hampden.

**Seasonal Employment:** An appointment to work for a specific season (may work a standard week or less) and with the expectation of being laid off at the end of the season for which appointed. No benefits will be offered by the Town of Hampden.

**Student Appointments:** These appointments are on an "internship basis" and afford students majoring in fields valuable to public service an opportunity to gain work experience. Such appointments are for a definite period of time, typically less than six (6) months. Compensation and other conditions of employment are determined in accordance with the internship program of the sending school and applicable portions of the Town's personnel rules.

**Temporary Employment:** These appointments are made for a definite but limited period of time when a special project requires additional employees for a specific time, or to fill a position of an employee on a leave of absence or long term training such as occurs in the police field. These appointments may also include persons hired under an existing federal manpower program. In such cases, the range of benefits made available to the employee will be assessed in the light of the applicable federal or state regulations and these personnel rules.

**On Call Employment:** An appointment to render a specified type of service to the Town (such as fire fighting) on an irregular basis and only in response to a specific call to service from the Town. Periods of service normally involve only a few hours.

## **PROBATIONARY PERIOD**

All persons appointed, promoted or transferred to a full-time position in the Town Government shall serve a probationary period of six (6) months. A full-time employee who is transferred or promoted and who does not meet or otherwise comply with the work standards of the new position shall be transferred to the previous position held, if possible, or to another position for which she/he is deemed to qualify, if one is available. Reasonable efforts shall be made to schedule such transfers as to protect the employee's job security.

## POSITION CLASSIFICATION AND PAY PLAN

**Purpose and Responsibility:** The Town Manager shall maintain inventory of the positions in the Town Service by classification that shall be the basis of compensation for employees holding such positions.

**Content:** Compensation shall take into consideration the relative difficulty and responsibility existing between various classes, and the prevailing pay for similar types of work in the relevant public and private labor market. Individual pay increases shall also take into account employee performance as evaluated by proper authority.

**Pay Plan:** A pay plan providing at least a schedule of minimum-maximum salary ranges for each job classification shall be prepared and annually revised in the light of labor market realities. The Town Manager will ensure that copies of the pay plan and revisions are provided to Department Heads.

- a) New employees will be paid at the minimum rate applicable to the position classification for which they were hired. At the request of the Department Head, exceptions may be made by the Town Manager for an applicant with unusual experience or education.
- b) The rate of pay for employees promoted or transferred shall be established by the Town Manager.

**Work Outside of Classification:** Regardless of job classification, all employees are required to perform all job assignments made by their Supervisors, Department Heads or Town Manager.

## **PROMOTIONS AND TRANSFERS**

The Town Council desires that Town employees be given maximum opportunity for advancement in the service. In so far as possible vacancies will be filled from lower classifications within the same department. Present employees shall be given consideration in filling a vacancy, but it is recognized, from time to time, the good of the service will require that a vacancy be filled from outside the service. Such a decision shall be made only after careful review of the qualifications of all Town employees who apply for the position.

## **HOURS OF WORK AND STANDARD WORK WEEK**

**Policy:** A "standard work week" shall be the calendar week commencing 0001 A.M. on Sunday and expiring at midnight on Saturday. Administration employees are scheduled for four (4) work days of ten (10) hours each (except in the case of flexible scheduling) for a total of forty (40) hours. Public Works schedule consists of five (5) work days of eight (8) hours each. Public Safety scheduling is defined by the Public Safety Director. The Lura Hoyt Pool schedule is defined by the Pool Director. The Library schedule is five (5) days, eight (8) hours a day for a total of forty (40) hours. The Recreation Department schedule is defined by the Recreation Director.

**Scheduling:** The Town Manager and the Department Heads shall endeavor to establish schedules of working hours not in excess of those stipulated by general law of the business and industry for related positions.

**Posting:** All departments and divisions or sections thereof shall post the regular hours of work for the respective groups in a conspicuous place.

## **OVERTIME**

**Policy:** When circumstances warrant, overtime work shall be required. All employees in the labor and trades classifications (except employees in classifications exempted under Federal/State Wage-Hour Laws when required to work more than the established work week of forty (40) hours will be paid time and one-half for each additional hour worked. This provision will not apply to situations where schedules other than forty (40) hours per week are established for more efficient operation or employee convenience. All overtime hours shall be approved by the appropriate Supervisor or Department Head.

## **ATTENDANCE**

**Policy:** Employees shall be at their respective places of work in accordance with the general or departmental regulation pertaining to the hours of work. It is the responsibility of the employee to notify the immediate Supervisor and make any arrangements for any absence, not previously approved, prior to the beginning of the work shift to be missed.

**Records:** Each Department Head shall be responsible for maintaining daily attendance and work records and shall furnish weekly reports to the Payroll Department.

## **TIME SHEETS**

**Policy:** A weekly time sheet shall be completed by every employee and submitted to the Department Head for approval. Every employee shall keep accurate record of their time, to include vacation, sick and compensatory time used. No employee shall be paid for lunch breaks, but are entitled to a fifteen minute break in the morning and in the afternoon. It is the employee's responsibility to report any inaccuracies that may occur on their pay stub to the Payroll Department so that the records may be corrected. Intentional falsification of any payroll records may be just cause for disciplinary action, up to and including dismissal.

All time sheets are to be submitted to your Department Head for approval. The Department Head will complete a transmittal sheet that includes all hours broken down respectively for each employee. The Department Head will then submit the transmittal sheet to the Finance Office on Monday morning before 9 AM.

All employees are required to have direct deposit of their payroll check. A voided check will be printed so that you will have the ability to track your sick, vacation, and compensatory time. These are available to each department on Thursday mornings for distribution to the employees.

## **EMPLOYEE PERFORMANCE EVALUATION**

**Policy:** Employee performance evaluations shall be in writing utilizing a standard form and shall be made part of the employee's personnel file. In all cases, the evaluations will be discussed with the employee by the Department Head and signed by both parties. A copy will be kept in the employee's personnel file. A copy will also be given to the employee at the time of evaluation.

**Frequency of evaluation:**

- a) Probationary employees shall be evaluated by the Department Head prior to the conclusion of six months of employment. The Department Head shall recommend to the Town Manager whether the employee should be retained.
- b) Commencing with the employee's anniversary date, performance evaluations shall be conducted annually.

NOTE: Public Safety utilizes "rating periods" in lieu of yearly evaluations.





## **EMPLOYEE TRAINING**

**Policy:** The Town of Hampden is committed to the maintenance of a well trained and efficient staff. It shall attempt to make opportunities for development available to employees within the framework of the Town's needs and priorities. Employees, as a condition of employment, shall attend and participate in such training programs and courses as may be directed by the Department Head or Town Manager and for which the Town assumes the cost.

## TRAVEL REIMBURSEMENT POLICY AND PRACTICES

**Policy:** The Town of Hampden reimburses all approved travel expenses directly related to its activities and reasonable under the particular circumstances involved. This policy and related practices apply to all paid employees, as well as the Town Council.

### **Practices:**

All travel plans and anticipated expenses must have prior approval by the Department Head and/or the Town Manager.

Take a copy of the Tax Exemption Certificate to avoid tax charges. A copy can be obtained from the Finance Office.

1. The following travel costs are reimbursed at the stated rates:
  - a) For employees and Council members who use their private vehicle, reimbursement is determined by the official IRS mileage reimbursement rate.
  - b) Tolls, parking, taxi and other fares are paid at actual costs: Receipts are required.
  - c) Reasonable service tips are actual costs: Receipts are required.
2. Documented actual meal and lodging costs are reimbursable if reasonable for the function and location. Receipts are required.
3. The Town of Hampden will not reimburse you for separate travel costs associated with your spouse or partner. The cost of a shared hotel room need not be allocated between you and your spouse/partner unless said room is higher than the cost for a single person.
4. The Town of Hampden does not allow compensatory time. If you are traveling to an office, conference etc. outside your typical travel area for one day, you are paid your hourly wage for travel time beyond your scheduled working/commuting hours for the day. If you do not or can not readjust your work schedule on other work days that week and your actual work hours in that work week exceed 40 hours, you will receive pay at the rate of time and one-half for all hours in excess of 40.
5. Travel time associated with overnight stays is considered compensable work time when the business travel occurs during the employee's normal work hours, regardless of what day of the week travel takes place.
6. The Town Manager may approve higher reimbursement rates when necessary.
7. Claims for reimbursement must be:
  - a) On the correct Expense Request form
  - b) Verified by receipts
  - c) Signed by the employee and Department Head
  - d) Submitted to the Finance Officer within 30 days following the completion of the travel

### **EMERGENCY CALL-BACK PAY**

**Policy:** All full-time hourly employees of the Public Works shall be paid a minimum of two (2) hours for emergency call backs. Rate of pay in excess of the two hour minimum shall be at the normal hourly rate applicable based on the number of hours worked in the pay period. Police and Fire/EMS shall be paid consistent with the in-force union contracts for those departments.

## **DRESS CODE POLICY**

Public Safety and Public Works Departments both require uniforms, which are provided by the Town of Hampden.

Pool and Recreation employees dress more casually because of the nature of their jobs. However, clothing is required to be clean and neat. Shirts with Town Logos are required when working with programs and events.

Administration employees may wear jeans only when wearing shirts/sweaters/blazers with the Town Logo on them. The tops are limited in the choice of color an employee may choose and must be approved by the Town Manager. They are not limited in the style that an employee may choose.

All employees are asked to dress appropriately. It is important that we present a responsible and respectable image to the customers that we deal with daily. 'Mini' skirts, short shorts, halter tops and revealing clothing are not appropriate dress for Town employees.

When in doubt, ask your Department Head or Supervisor.

## PERSONNEL FILES

**Personnel Files:** The Town of Hampden keeps a personnel file containing your application for employment, resume and other information considered pertinent to your employment. It also holds your job description, Letter of Hire (including starting date and scheduled hours), job title, starting wages, evaluations and other material related to performance. It shall contain any written disciplinary actions, as well. The Town keeps a copy of all benefits requested by you.

The Human Resource Office keeps a separate file containing confidential information, such as medical information and verification of employment requests.

Workmen's Compensation claims also have a separate file. These files are maintained by the Town Clerk.

If you wish to look at your file(s), you may make an appointment with the Human Resource Officer. The file(s) can be examined on the premises. You may not remove anything from nor add anything to the file(s). You may have a complete photocopy of your file(s). Additions may be placed in your file(s) upon written request and with the approval of the Town Manager.

**Requests for employee information:** Requests for general information for an employee will be directed to the Human Resource Officer, such as date of hire or job title. Specific questions pertaining to an employee's job abilities or character will be referred to their Department Head.

## **LAY-OFF, RECALL, RESIGNATION**

**Lay-off:** An employee may be laid off by competent authority for lack of work, lack of funds, reductions in staff or other legitimate reasons. All employees shall be furnished a written statement setting forth the reasons for the lay-off.

**Lay-off Procedure:** Full-time employees will, in so far as possible, be laid off in order of seniority within the department by classification and with "bumping" rights provided the employee is qualified to perform the duties of the job to which he/she is to be transferred.

**Lay-off Notice:** Full-time employees shall be given one (1) week notice before the effective date of the lay-off. Employees who are not full-time and full-time employees who have not completed the probationary period may be laid off at any time without recourse to the grievance procedure set forth in the Ordinance or this Handbook.

**Recall:** Employees who are laid off in good standing shall, provided that their qualifications are equal to the qualifications of other applicants, be given preference for re-employment. In the case of substantially equal qualifications among former employees seeking re-employment, preference shall be given to the employee with the greatest seniority within the hiring department at the time of lay-off. For purposes of this article, seniority rights shall be retained for six (6) months after the date of lay-off.

**Resignation:** An employee serving in the capacity of Department Head shall file a written notice of intent to terminate employment with the Town of Hampden thirty (30) days prior to such time. Any employee wishing to leave Town Employment in good standing shall file with his/her Department Head a written notice of intent to terminate employment two (2) weeks prior to termination. All Town property shall be returned to the Town prior to separation from service. Final pay shall include wages earned, accumulated vacation and compensation time and 25% of accrued sick time. Payment will occur on the 1<sup>st</sup> payroll following termination.

## OUTSIDE/NON TOWN EMPLOYMENT

**Policy:** No employee shall, during non-duty hours, be engaged in any employment activity or enterprise that is incompatible or in conflict with his/her duties with the Town. Such employment may be ordered to be curtailed or terminated by the appropriate Department Head or the Town Manager if, in his/her judgment, such employment hinders the employee in the impartial or efficient performance of his duties. In any event, no employee shall fail to appear for a mandatory work assignment or shift due to conflicting outside employment or business commitments.

## POLITICAL ACTIVITIES

**Policy:** While employed by the Town of Hampden, employees shall refrain from seeking or accepting nomination or election to any office in the Town of Hampden government, and from using their influence publicly in any way for or against any candidate for elective office in the Town of Hampden government. Town employees shall not circulate any petitions or literature for elective Town of Hampden officials, or be in any way connected with soliciting or receiving subscriptions, contributions or political service from any person for any political purpose pertaining to the government of the Town of Hampden. This rule is not to be construed to prevent Town employees from becoming, or continuing to be, members of any political organization, from attending political organization meetings, from expressing their views on political matters, or from voting with complete freedom in any election.



## EMPLOYEE BENEFITS

**Retirement System:** The Town of Hampden is a participating district in the Maine Public Employees Retirement System (MainePERS) for the benefit of all full-time employees who choose to join. The Town also participates in the International City Manager's Association Retirement (ICMA) 401 plan and the 457 plan. The employee must choose which plan he/she would prefer. Information on these plans can be obtained from the Human Resource Office.

**Social Security:** In addition to the MainePERS System and/or the ICMA Retirement Program, the Town participates jointly with the employees in Social Security payments. Benefits provided include a retirement feature, survivor's benefit payments if death occurs before retirement, disability insurance and Medicare coverage. Questions may be directed to the Human Resource Officer.

**Group Hospital, Surgical and Major Medical Insurance:** The Town participates in the Maine Municipal Association Health Benefit Plan (MMEHT) up to and including the family level of coverage. Major features of this plan will be explained at time of employment and are available for full-time employees. Scheduled part-time employees working 20 hours per week may purchase Group Hospital coverage at Town's rates.

The Town pays 100% of the cost for a single subscriber to the health plan. The Town pays 70% of the difference between single subscriber and the cost for family or employee/dependant coverage as a weekly payroll deduction. Full time employees who are covered by insurance from their spouse or an alternate source may elect to receive a payroll adjustment (subject to all tax and FICA withholdings) in lieu of insurance coverage equal to 50% of the annual single subscriber premium through the Maine Municipal Association Health Trust. Employees electing to utilize this provision must provide the Payroll Department with proof of alternative health insurance coverage.

**Group Life Insurance:** The Town participates in a group life insurance program which offers life insurance and accidental death and dismemberment coverage. Provisions of this policy will be outlined at time of employment and are available for full-time employees.

**Unemployment Compensation:** The Town provides unemployment compensation coverage for its employees as required by Maine State Law.

**Dental Insurance:** The Town participates in a dental plan, through MetLife, up to and including the family level of coverage. Major features of this plan will be explained at the time of employment and is available to full-time employees. The Town pays \$150.00 yearly per employee for dental insurance premiums for employees who elect to participate.

## **WORKER'S COMPENSATION**

The Town of Hampden provides Workers' Compensation Insurance for all its employees, as mandated by law. The purpose is to provide medical/hospital care and partial salary replacement when an employee is incapacitated due to work related reasons.

All employee injuries at work, no matter how slight, are to be reported to the employee's Department Head or Supervisor who will provide the necessary accident report forms (Employers First Report of Occupational Injury or Disease and Accident/Injury Investigation Form). These forms are completed regardless whether medical care is received and/or time from work is lost. Injury reports must be made and must reach the Town Clerk's office within 24 hours of the injury.

Employees who suffer injuries that require time off to recover are still Town of Hampden employees and will be asked to comply with certain procedures. It would be prudent of the employee to contact the payroll office to discuss deductions the employee may have and make any arrangements that may be necessary.

While off work due to an injury, employees shall report to their Supervisor or Department Head once a week, at a previously arranged time, in order to keep the Town informed of the healing process and when return to work can be expected. If the employee is ambulatory, this weekly reporting should be made in person.

When the injured employee is released by his/her attending physician for alternative work or regular work, the release should be presented by the employee to the Department Head or Supervisor immediately. Failure to report as outlined here without valid reason may be considered the employee's voluntary termination of employment.

## VACATION LEAVE

**Policy:** Vacation privileges are available only to full-time employees. Each full-time employee shall earn annual vacation with pay on the following basis:

- a) Vacation earned;
  - 1. 0-4 years of employment: Vacation shall accrue at the rate of 8 hours per month
  - 2. 5-9 years of employment: Vacation shall accrue at the rate of 10 hours per month.
  - 3. 10-19 years of employment: Vacation shall accrue at the rate of 14 hours per month.
  - 4. 20+ years of employment: Vacation shall accrue at the rate of 16 hours per month.
- b) Vacations shall be granted at such time or times as is mutually agreeable to the employees and their Department Heads and shall not disrupt departmental operations. Due consideration shall be given to an employee's seniority in regard to scheduling vacation.
- c) An employee, upon resigning, is entitled to 100% of any accrued vacation time.
- d) At the discretion of the Department Head, employees may request to be paid in lieu of vacation, not to exceed two weeks and must have the approval of the Town Manager. Contact the Finance Office to get the necessary paperwork.
- e) Any vacation accrual of more than 80 hours at the end of the fiscal year must have the approval of the Town Manager before it can be carried forward to the next year.
- f) An employee may request an advance of their vacation time (prior to actual accrual of said time) with permission of the Town Manager.

**NOTE:** Vacation accrual time may vary with Fire Department personnel. Refer to your contract.

## **SICK LEAVE**

**Eligibility and Accrual:** Sick leave for full-time employees shall accrue at a rate of 8 hours for each calendar month of service, accumulative of 960 hours. The first month of an employee's service shall be counted as a full month of service if employment begins on or before the 15<sup>th</sup> day of the month.

**Sick Leave Usage:** Sick leave may be used for personal illness or physical/mental incapacity of such degree as to render the employee unable to perform the duties of his/her position or other assigned duties within their respective department, or for the illness of a spouse or family member in the care of the employee. If requested, after three consecutive sick days, the employee shall furnish the Department Head a certificate from his/her attending physician. Sick leave may also be used for the care of immediate family members who are under the care of a physician.

**Sick Leave Accounting:** Sick leave usage shall be recorded regularly on the payroll. The Town Manager/Human Resource Officer shall review all sick leave records periodically and shall investigate any cases that indicate abuse of the privilege.

**Abuse of Sick Leave:** Willful abuse of the sick leave privilege may be cause for dismissal.

**Sick Leave and Worker's Compensation:** Employees are eligible for Worker's Compensation for a service connected injury and may elect to take earned sick leave in addition to Worker's Compensation to the extent that it provides no more than regular pay, and to the extent of earned sick leave credit.

**Sick Time Payment:** At the time of resignation or retirement, an employee in good standing is entitled to payment for 25% of accrued sick time.

## **JURY DUTY**

Should you be required to serve on jury duty, you will be compensated the difference between the amount received and your salary with the Town of Hampden. Time spent on jury duty will be considered equal to regular working hours, thus you will accrue all benefits due you.

Payments you receive from your jury duty service must be turned into the Finance Officer for processing. You will receive a full paycheck for the period of time in question.

You are required to return to work on any day or part of a day that you are excused from jury duty.

## **HOLIDAY LEAVE**

The Town of Hampden follows the State of Maine holiday schedule. The number of hours in a holiday are based on 8(10) hour work day, depending on your department. Holidays falling within a period of vacation/earned time are paid at the holiday rate. Employees on a leave of absence without pay are not eligible for holiday pay.

Holidays that fall on a Saturday are observed on the preceding Friday and those falling on a Sunday are observed on the following Monday. The exception to this rule is the Administration Department. The Saturday ruling does not apply because this department is closed on Fridays.

Exempt (Salaried) employees can not hold over holiday leave for future use. It must be recorded in the week which in it actually occurred.

All full time employees, including those on probation, who have worked at least thirty days, shall be entitled to paid holidays.

New Years Day  
Martin Luther King's Birthday  
President's Day  
Patriot's Day  
Memorial Day  
Fourth of July

Labor Day  
Columbus Day  
Veterans Day  
Thanksgiving Day & the Friday after  
Christmas Day

## **BEREAVEMENT LEAVE**

The Town Manager may grant up to three (3) days of leave with pay, as necessary, in the event of the death of an immediate family member. Immediate family member for this purpose is defined as: spouse, children, parents, brothers, sisters, grandparents, grandchildren and domestic partners. This leave is intended to accommodate the need to travel or conduct necessary business and need not be taken consecutively.

For the death of intermediate family members defined as aunts, uncles, nieces, nephews, cousins, any in-law, persons sharing a residence or "someone close to you", one (1) day of leave may be approved by the Town Manager.

Earned time or time without pay may be used at your own discretion.

Employees who need bereavement leave must contact their Supervisors or Department Head as soon as possible.

The Town Manager reserves the right to extend the leave to a maximum of five (5) days when distance or unusual circumstances are factors.

## COMPENSATORY TIME OFF

**Policy:** Salaried employees exempted for overtime rates of pay when required to work in excess of the standard work week, may be compensated by compensatory time off to be granted by the Department Head, except that it is understood that exempt salaried positions are paid on the basis of job responsibility and it is the responsibility of the person filling the position to accomplish the work, within reason. Department Heads, Supervisors or other salaried professionals reporting directly to the Town Manager shall be ineligible for overtime rates of pay but shall be eligible for compensatory time off at the discretion of the Town Manager.

- a) Exempted positions eligible for compensatory time off in lieu of overtime, at the discretion of the Department Head, shall include all full-time, hourly paid employees. No hourly paid employee shall accrue more than eighty (80) hours of compensatory time. All compensatory time records for compensatory time earned and used shall be submitted to the Finance Officer for record keeping purposes.
- b) Exempted salaried employees shall be eligible for compensatory time in circumstances where the hours of work required exceed the "normal" work week due to night/weekend meetings, special projects and other work not a routine part of job responsibilities. No salaried employee shall accrue more than 80 hours of compensatory time. Records for compensatory time earned and used shall be submitted to the Finance Officer for record keeping purposes.
- c) Compensatory time for both salaried and hourly paid exempted employees shall accrue at the rate of 1.5 hours for each hour worked in excess of the normal work schedule. It will not accrue if a sick, vacation or holiday day occurs in the same week. It would then be considered straight time.

## DISCRETIONARY LEAVE WITHOUT PAY

**Policy:** A full-time employee may be granted a leave of absence without pay by the Town Manager for a period deemed necessary for the purpose of the leave, but in no case to exceed six (6) months without prior approval by the Town Council. The employee must use all accrued vacation, compensatory and holiday entitlements before commencing his/her leave of absence. The employee is expected to return to work upon expiration of the granted leave or arrange an extension of the leave prior to its expiration. Failure on the part of the employee to return to work on the expiration of a granted leave, without having arranged for an extension of leave, shall be deemed a resignation from the Town of Hampden.

No employee shall receive a salary or Town-paid fringe benefits while on discretionary leave of absence. Employees on discretionary leave may continue to participate through the Town in Group Health, Life and Dental Insurance at their own expense. Employment and leave of absence shall terminate when the employee accepts other employment. When computing length of service for any reason, time spent on a leave of absence will not be computed. In effect, this changes the anniversary date of the employee for salary increases and other benefits.



## **EMPLOYMENT LEAVE FOR VICTIMS OF VIOLENCE**

Pursuant to 26 M. R. S. §850, the Town of Hampden will grant reasonable and necessary unpaid leave from work for an employee to:

1. prepare for and attend court proceedings
2. receive medical treatment or attend to medical treatment for a victim who is the employee's daughter, son, parent or spouse
3. obtain necessary services to remedy a crisis caused by domestic violence, sexual assault or stalking

The leave must be needed because you or your daughter, son, parent or spouse are victims of violence, assault, sexual assault, stalking or any act that would support an order of protection. The Town of Hampden will not take adverse actions against exercising your rights under the law.

Any request for leave from work must be made in advance, within a reasonable time given the circumstances. Reasonable time will be defined by the Town Manager on a case by case need. These requests must be made in writing to the Town Manager accompanied by the proper documentation. Confirmation and/or Denial of leave will be made in a timely fashion.

The Town of Hampden does reserve the right to deny requests for leave for any of the following reasons:

1. if the Town would sustain undue hardship from the absence
2. the request for leave is not communicated to the Town Manager within a reasonable time frame under the circumstances
3. the requested leave is impractical, unreasonable or unnecessary based on the facts then made known to the Town Manager.

The length of leave shall be determined by the purpose for which it is sought.

## **FAMILY AND MEDICAL LEAVE**

### **Federal Family Medical Leave**

The Family & Medical leave Act (29 U.S.C. §2601 et seq.) is a federal law that requires unpaid leave for employees who have worked for the Town at least twelve (12) months and at least 1,250 hours during the twelve (12) months to deal with family and personal matters. Eligible employees may take up to 12 weeks of job protected unpaid leave in a 12 month period for the following reasons:

1. Birth and/or care of a child of the employee
2. Placement of a child into the employee's family by adoption or by a foster care arrangement
3. Care of the employee's spouse, child or parent who has serious health condition:
4. Inability of the employee to perform the functions of the employee's position due to a serious health condition
5. To address a qualifying exigency arising out of the fact that the employee's spouse, child or parent is on a covered active duty ( or has been notified of an impending call or order to covered active duty) in the Armed forces
6. To care for a covered service member who is the spouse, child, parent or next of kin of the employee (for up to 26 workweeks in a 12 month period)

The law guarantees certain rights to eligible workers:

1. Restoration to the same position upon return to work, or one that is equal in pay, benefits and responsibility
2. Protection of employee benefits while on leave
3. Protection from retaliation by an employer for exercising this right

### **State Family Medical Leave**

Under the Maine Family Medical Leave law (26 M.R.S. § 843 et seq.), employees who have worked for the Town for 12 consecutive months but for less than 1,250 hours and are therefore ineligible for Federal family and medical leave, may be eligible for up to 10 work weeks of unpaid leave in any 2 years for the following reasons:

1. Serious health condition of the employee
2. Birth of the employee's child or the employee's domestic partner's child
3. Placement of a child 16 years of age or less with the employee or with the employee's domestic partner in connection with the adoption of the child by the employee or the employee's domestic partner
4. A child, domestic partner's child, parent, domestic partner, sibling or spouse with a serious health condition
5. Donation of an organ of the employee for human transplant: or
6. Death or serious health condition of the employee's spouse, domestic partner, parent, sibling or child of spouse, domestic partner, parent, sibling or child as a member of the state military forces (as defined in Title 37-B M.R.S. §102) or of

the United States Armed Forces, including the National Guard and Reserve, dies or incurs a serious health condition while on active duty.

If both Federal and State leave are applicable, the time on leave will count toward the leave limits under both Federal and State laws, as it is the Town's intent for leave to run concurrently under both laws.

For further information contact the Human Resource Office. All necessary forms are also available at the same location.

## MAINE MILITARY FAMILY LEAVE

In accordance with 26 M.S.R. §814, employees with family members serving on active duty in the military are entitled to a leave of absence, which leave shall be unpaid leave.

In order to be eligible for family military leave, an employee must meet both of the requirements below:

1. The employee must have been employed by the Town for at least 12 months and for at least 1,250 hours during the 12 month period preceding the leave.
2. The employee must be a spouse, domestic partner or a parent of a service person who is:
  - a) A Maine resident
  - b) In the state military forces (as defined in 37B M.R.S. §102) or the U.S. Armed Forces, including the National Guard and Reserves and
  - c) Deployed for military service in a combat theatre or in an area where armed conflict is occurring for a period lasting longer than 180 days

An eligible employee may receive up to 15 days of family military leave per deployment, if requested. The leave may be taken only during one or more of the following time frames:

1. The 15 days immediately prior to the deployment
2. Deployment, if the military member is granted leave: or
3. The 15 days immediately following the deployment

In order to be eligible for family military leave, employees must comply with the following notice requirements. An employee must give at least fourteen (14) days' notice of the intended date upon which the leave will commence if leave will consist of 5 or more consecutive work days. An employee taking family military leave for fewer than 5 consecutive work days must provide such advance notice as is practicable. An employee shall consult with the Town to schedule leave so as not to unduly disrupt the operations of the Town.

The Town will make it possible for an employee to continue employee benefits at the employee's expense during any family military leave.

Taking family military leave will not result in the loss of any employee benefits accrued before the date on which leave commences.

Any employee who exercises the right to family military leave is entitled to be restored to the position held when the leave commenced or to a position with equivalent seniority status, employee benefits, pay and conditions of employment, unless the employer proves that the employee was not restored to such employment because of circumstances unrelated to the employees' exercise of family military leave rights prevent the Town from restoring the employee to the same or equivalent position.

## **MILITARY SERVICE LEAVE**

**Policy:** The Town will grant military leave as necessary in compliance with all applicable state and federal laws.

**Reserve Service Leave:** Reserve service leave is available to regular, full-time employees who are members of the military reserves or National Guard in accordance with the terms of applicable Federal and State law. In addition, for any period of reserve service up to two (2) weeks in any calendar year, the Town will compensate the employee for the difference between his/her regular weekly wages and his/her total military pay. In instances where the military pay is equal to or exceeds the pay that would have been earned by the employee in the service to the Town, such leave shall be without pay. Employees using reserve service leave must furnish the Department Head with an official statement of reserve pay received. Any amount in excess of the two (2) weeks shall be considered leave without pay.

**Long-Term Active Duty Leave:** Regular full-time employees required to interrupt their active employment specifically for the purpose of entering active military service are entitled to a leave of absence in accordance with the Uniformed Services Employment and Reemployment Rights Act.

## **WHISTLEBLOWER PROTECTION**

The Town of Hampden strives to conduct business with integrity and in strict compliance with all applicable federal, state and local laws and regulations. Accordingly, any employee is encouraged to bring to the attention of the employee's supervisor or the Town Manager any actions of town officials or employees which the employee believes to be improper. The Town will not retaliate against any employee who makes a report in good faith to the employee's supervisor, the Town Manager or a regular body,

## **CUSTOMER COMPLAINT POLICY**

From time to time, you may have a complaint or concern regarding the quality of our work. It is important to address such matters promptly.

In most instances, if you are the first staff person to hear the complaint, you should be able to resolve the issue immediately and are encouraged to do this.

When immediate resolution is not possible, you should refer the matter to your Department Head or Supervisor who will take over the responsibility for resolution and will inform the Town Manager if it is warranted by the nature of the complaint.

The Department Head or Supervisor will establish a file of the complaint, including the original complaint and will work to resolve the matter through direct interaction with the complainant.

If the independent resolution is acceptable to the complainant and the Department Head or Supervisor, the case will be closed and a summary report will be sent to the Town Manager.

If the independent resolution is unacceptable to both parties, the case and the resolution will be reviewed by the Town Manager and a final determination will be made by the Town Manager.

This will exhaust the internal complaint process.



## **SMOKE FREE WORKPLACE POLICY**

The Town of Hampden is committed to wellness and the health and safety of our employees and their families. The Town Council has established the following policy concerning smoking in the Town of Hampden public proceedings, in buildings owned or occupied by the Town of Hampden, or in places of employment owned or occupied by the Town of Hampden.

1. **SMOKING PROHIBITED IN PUBLIC PROCEEDINGS:** No person may smoke tobacco or any other substance in any public proceedings conducted by any Board, Commission, Agency or other body of the Town of Hampden when such proceedings are held inside.
2. **SMOKING PROHIBITED IN PUBLIC AREAS OF PUBLICLY OWNED BUILDINGS:** No person may smoke tobacco or any other substance in any public area of a building owned or occupied by the Town of Hampden. For the purpose hereof, the term "public area" shall mean any area in which members of the public are allowed.
3. **SMOKING PROHIBITED IN WORKPLACE OF THE TOWN OF HAMPDEN:** No person may smoke tobacco or any other substance in any structurally enclosed location or portion thereof owned or occupied by the Town of Hampden. This provision would also include any vehicles owned and operated by the Town of Hampden. If public employees' rights under a current collective bargaining agreement are affected by this provision, the Town Manager may designate smoking areas in the non-public areas of buildings owned or occupied by the Town.
4. **SMOKING DEFINED:** For the purposes hereof, the term "smoking" includes carrying or having in one's possession a lighted cigarette, cigar, pipe or other object giving off or containing any substance giving off smoke.
5. **DISCIPLINARY ACTION:** Any employee who violates the provisions of this policy may be subject to disciplinary action in accordance with the Town of Hampden Personnel Rules and Policies Ordinance and/or applicable collective bargaining agreements.

NOTE: Effective September 12, 2009, Maine State Law requires that designated smoking areas must be located outside and must be at least twenty (20) feet from entryways, vents and doorways.

## **DRUG FREE WORKPLACE POLICY STATEMENT**

It is the policy of the Town of Hampden to maintain a drug/alcohol free work place. In accordance with this policy, the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited by the Town of Hampden, and any employee convicted of such activity may be subject to disciplinary actions up to and including dismissal.

As a condition of employment with the Town of Hampden you agree to abide by the policies concerning a drug/alcohol free work place as stated in the policy. Further you agree to notify the Town of Hampden immediately of any criminal drug status conviction, for a violation occurring in the work place, of yourself or any other employee of whom you become aware, no later than five (5) days after such conviction.

### **PROGRAM ADMINISTRATOR:**

The Town Manager is designated by the Town of Hampden as the Alcohol/Drug Testing Program Administrator. The Program Administrator is responsible for answering questions from drivers, employees or the public in general. The Program Administrator will maintain the confidentiality of all information relating to drug and alcohol testing. The Program Administrator may provide such information as necessary to enable the appropriate Department Head or Supervisor to take the appropriate action to ensure compliance with this policy. In addition to his/her duties under this policy, the Program Administrator is also responsible for compliance with the Program Administrator Guidelines.

### **SCOPE OF POLICY:**

This policy applies to all regular full-time, part-time, seasonal, on-call and temporary employees who are required to hold a Commercial Driver's License (CDL) for their positions. All applicants for employment positions requiring a CDL are required to pass a drug test as a prerequisite of employment, after a conditional offer of employment and prior to final hiring. Any applicant who fails a drug test shall not be hired, although may re-apply for employment in the future.

Any person who was employed on a part-time or on-call basis for the Town of Hampden at least once during 1995 and is employed at least once annually thereafter shall be considered a continuing employee for the purpose of this policy, and is not subject to pre-employment testing prior to recommencing work. However, such employees are subject to all other provisions of this policy.

All covered employees shall receive a copy of this policy, as well as educational materials on alcohol and substance abuse.

## **COMPLIANCE WITH REGULATIONS:**

All CDL employees subject to alcohol and drug testing must be in compliance with this policy at all times while working for the Town of Hampden. This includes all time spent operating commercial vehicles, as well as time spent maintaining or repairing those vehicles.

### **Note regarding independent contractors:**

Independent contractors and their employees who must hold a CDL for the contracted activity are subject to the requirements of 49 CFR part 382 and are responsible for compliance with that and related laws. The Town of Hampden will not provide or pay for test, evaluation or rehabilitation for independent contractors or their employees. The Town of Hampden shall make compliance with the law a condition of any contract which requires a CDL driver.

## **SUBSTANCE TESTED:**

When drug and alcohol screening is required by this policy, a breath test and/or urine test will be given to detect the following:

1. Alcohol
2. Marijuana
3. Cocaine
4. Phencyclidine (PCP)
5. Opiates

## **PRESCRIPTION DRUG USE:**

Employees covered by this policy may use prescription drugs and “over the counter” medications provided that:

1. The prescription drugs or their generic equivalent have been prescribed to the employee within the past 12 months by an authorized medical practitioner
2. The employee does not consume prescribed drugs more often than as prescribed by the employee’s physician.
3. Any employee who has been informed that the medication could cause adverse side effects while working shall inform his/her Department Head or Supervisor prior to using these substances. The Town of Hampden at all times reserves the right to have a licensed physician determine if use of a prescription drug or medication by an employee produces an adverse effect. If such a finding is made, the Town of Hampden may notify the employee’s physician (with employee’s permission) to determine if other medications are available which would not seriously affect the employee’s ability to work safely. If an appropriate substitute medicine is not available, the Town of Hampden may limit or suspend the employee’s work activities to non-safety sensitive duties

## CONSEQUENCES OF VIOLATION OF THIS POLICY

- Any employee who violates this policy shall be immediately removed from the safety-sensitive function and will be advised by the Town of Hampden of the resources available for evaluating and resolving drug and alcohol abuse problems. The employee shall be required to be evaluated by a substance abuse professional. All evaluation and rehabilitation shall be at the employee's cost unless otherwise agreed by the Town of Hampden. An employee shall not be allowed to return to the safety-sensitive function until he/she has a return-to-duty alcohol test result of less than 0.02 or a return-to-duty drug test with a verified negative result..
- In addition, any employee who violates this policy may be subject to disciplinary action up to and including dismissal. Before discipline, reassignment or dismissal is imposed following a confirmed positive drug test, the employee shall have the opportunity to participate for up to 6 months in a rehabilitation program. The employee is responsible for all costs associated with the rehabilitation program unless otherwise agreed by the Town of Hampden. Factors to be considered in determining the appropriate disciplinary response include, but are not limited to the following: the employee's work history, length of employment, current job performance and existence of past disciplinary actions. Disciplinary action is imposed by municipal policy; it is not required by federal law.
  - \*Under State law, if part of all of the costs of drug abuse rehabilitation are covered by a group health insurance plan which includes the employee in question, then such insurance may be used by the employee for that purpose; See: 26 M.R.S. §685.

## **CONFIDENTIALTY OF INFORMATION**

Unless the employee or applicant consents, all information acquired by the Town of Hampden in connection with the testing processes is confidential and may not be released to any person other than to the employee or applicant who is tested, the Program Administrator, officials with a need to know and the rehabilitation provider. The foregoing shall not prevent the release of information required or permitted by state or federal law, or the use of information in any grievance procedure, administrative hearing or lawsuit relating to the imposition of the test or the use of the test results.

## **SEVERABILITY**

In the event that a Court finds any provision of this policy void or unenforceable, the remaining provisions shall continue in full force and effect.

## **VIOLENCE IN THE WORKPLACE POLICY AND PRACTICES**

### **PURPOSE:**

The policy states the values and points of view from which we develop our Violence in the Workplace practices. The Council retains the right to change and interpret these policies, and shall review and approve them.

### **POLICY:**

It is the policy of the Town of Hampden to promote a safe work environment for its employees. We are committed to working with employees to maintain a work environment free from violence, threats of violence, harassment, intimidation and other disruptive behavior. The Town of Hampden does not tolerate violent, threatening, aggressive, abusive, intimidating or other disruptive behavior on the part of employees, customers or anyone else involved in its business or facilities. All reports of such incidents will be taken seriously and will be dealt with appropriately. The purpose of this policy is intended to be protective and to prevent instances of work place violence. We need your cooperation to implement this policy effectively and maintain a safe work environment.

### **PRACTICES:**

Employees may not use or be subjected to rude or abusive language or behavior, threats, harassment, intimidation or acts of physical, emotional or psychological violence. Such behavior can include oral or written statements, gestures or expressions that communicate a direct or indirect threat of physical or mental harm. If such instances occur, all business with such individuals and in the immediate area is to stop until the situation is resolved. Individuals who commit such acts may be removed from the premises and may be subject to corrective action, criminal complaint or both.

If a customer is behaving in a manner that you find intimidating, explain our policy regarding behavior, discontinue providing service and focus on de-escalating the situation.

If the customer cannot resume appropriate behavior and he/she is on the telephone, tell them that they may call back when they are calmer and hang up.

If a customer cannot resume appropriate behavior and are in your physical presence, ask the customer to leave telling them they may return on another day when they are under control. If the customer refuses to leave, disengage, leave the area and notify your Department Head or Supervisor who will then assume direction of the situation.

If, in your best judgment, an individual's behavior, whether a co-worker, customer or other guest may endanger anyone or if the person refuses to leave the premises, call the police (or closest law enforcement official) and notify your Department Head or Supervisor.

Do not ignore violent, harassing, intimidating or other disruptive behavior. If you observe or experience such behavior by anyone on the premises, whether an employee or customer, you must report it to your Department Head or Supervisor. The Supervisor will notify the Town Manager who will log the incident, investigate as necessary and assure that appropriate action is taken.

If you have foreknowledge of a potentially abusive or violent circumstance that may present itself in our workplace (e.g. the arrival of an abusive partner or an irate customer) immediately inform your Department Head or Supervisor or the most senior staff person in the facility.

The above "umbrella" practices provide guidance to all employees. Departments may issue additional practices to their work settings. All such practices must be filed with the Human Resource Officer and appended here.

Employees at each work site should discuss specific plans of action they will follow to best address their particular circumstance.

**NOTE: The Town Office and Public Safety lobbies are under audio and video surveillance, 24 hours a day, 365 days a year.**

## **INFORMATION SYSTEMS POLICY AND PRACTICES**

These policies state the values and points of view from which we develop our Information Systems practices. The Council retains the right to change and interpret these policies and approve them.

### **POLICY:**

This policy applies to all information systems owned, leased or used by the Town of Hampden and used by employees to manage and communicate information such as paper documents, spoken communication, telephones and cell phones, including voice mail, fax machines, computer hardware and software including e-mail, cameras, recording devices, photocopiers and any other information systems, equipment or technology that the Town of Hampden owns, licenses, operates or may acquire in the future.

As an employee, you are expected to utilize the Information Systems, including the Internet, and the equipment in a responsible, professional manner for programmatic and business activities of the Town of Hampden. As a benefit to you, you may occasionally use the Town's computers for Internet access, for other non job related use, during breaks or times approved by your Department Head or Supervisor: any such personal use is governed by the same expectations that the systems and equipment be used in a responsible, professional manner in accordance with this policy and in such a manner that will not embarrass or otherwise effect the reputation of the Town of Hampden or limit our ability to accomplish our work. Any personal use shall not interfere with an employee's performance of their duties.

All information transferred to and from and/or stored on equipment and in files owned by the Town of Hampden is the property of said Town. The Management of the Town of Hampden reserves the right to examine all voice mail, e-mail, faxes, electronic documents, databases, personal file directories and other information transferred through or stored on computers and telephones owned by the Town, as well as paper documents and records. By using equipment, you waive all expectations of privacy in respect to document files, software, e-mail, voice mail, fax communications and Internet access. All information systems must be used in accordance with all Town policies and practices.

If you have questions about the appropriateness of any activity, consult your Department Head or Supervisor. Irresponsible use the Town's equipment and information may be subject to corrective action, up to and including dismissal.

### **Purchasing of software and equipment:**

The Town of Hampden intends to have standardized equipment and software. All purchases shall be made through the IT Officer using Town procurement policies under the guidance the Town Manager. Equipment and software are provided for the use of the



employees when needed to conduct Town business. The installation or downloading of new software on the computers is the sole duty of the IT Officer with the approval of the Town Manager. No installation of software shall be done without the approval of the IT Officer or the Town Manager.

#### **Personal computers:**

Configuration of desktops will be managed by the IT Officer to obtain maximum efficiency and uniformity from Town owned machines.

Computer equipment may not be altered or added to in any way without the knowledge and authorization of the IT Officer.

The Town of Hampden is committed to working safely. Safety is the responsibility of both Management and Staff. If you find your environment uncomfortable or unsafe, report the condition to your Department Head or Supervisor for further evaluation and correction.

**Passwords** must be selected carefully with no obvious relation to the user and not easy to guess. Passwords should contain letters, numbers and special characters.

#### **Internet usage:**

- Access to the Internet is provided for business use. Access is coordinated by the IT Officer.
- Personal use is restricted to work related tasks except during breaks or Department Head or Supervisor approved periods of time and is expected that your personal usage will conform to the Town's expectations of professionalism and this policy.

#### **Using e-mail and voice mail systems:**

- Activity, communications and messages are subject to review at any time to ensure that the use of the system is consistent with the Town's legitimate interests.
- You should attend to current e-mail messages in a timely way.
- E-mail and voice mail messages should be deleted or archived as soon as possible to avoid degrading performance of the system.
- Voice mail greetings must be professional and courteous.
- The content of e-mail and voice mail messages should be brief and courteous. Sensitive information should not be sent via electronic mail.

## **Fax machines**

- If possible, fax machines should be avoided for transmission of information that is restricted or confidential.
- If the information is confidential or restricted, a cover letter must accompany it stipulating that the information is confidential or restricted.
- Faxing of information should be limited to job related duties. It is not to be used for public faxes. You may make personal use of the fax machine, at cost, on an infrequent basis consistent with these policies.

## **Other Prohibited Uses**

1. Engaging in any communication that is discriminatory, defamatory, pornographic, obscene, racist, sexist, or that evidences religious bias, or is otherwise of a derogatory nature toward any specific person, per Maine Human Rights Act.
2. Browsing or downloading and/or forwarding and/or printing pornographic, profane, discriminatory, threatening or otherwise offensive material from any source including, but not limited to, the Internet.
3. Engaging in any communication that is in violation of Federal, State or Local laws.
4. Promoting any religious belief or tenet.
5. Campaigning for or against any candidate for political office or any ballot proposal or issue.
6. Sending, forwarding, redistributing or replying to "chain letters".
7. Unauthorized use of passwords to gain access to another user's information or the Town of Hampden's communications system or elsewhere.
8. Advertising, solicitation or other commercial, non-programmatic use.
9. Knowingly introducing a computer virus, spyware or malware into the Town's communication system or knowingly causing damage to the Town's systems.
10. Using the Town's systems in a manner that interferes with normal business functions in any way.
11. Excessive personal use of the Town's technologies that preempts any business activity or interferes with Town productivity.
12. Sending e-mail messages under an assumed name or obscuring the origin of an e-mail message sent or received.

## **GRIEVANCE PROCEDURES**

**Definition:** A grievance is a dispute between an employee and the employer concerning the interpretation or application of the terms of the Personnel Rules and Policies or departmental rules or this Handbook, but excluding disciplinary matters involving a suspension without pay for more than two (2) days, demotion or dismissal.

**Procedure:**

1. Any employee who deems himself or herself aggrieved shall, within five (5) calendar days of the occurrence or knowledge of the problem, bring such grievance to the attention of the immediate Supervisor who shall render a decision within five (5) calendar days.
2. If the employee does not feel the matter has been adequately resolved, he/she may bring the matter to the attention of the Department Head in writing within five (5) calendar days from the date of the Supervisor's decision. The Department Head shall have five (5) calendar days in which to render a written decision. NOTE: If the immediate Supervisor is the Department Head, the employee shall proceed, in the case of dissatisfaction, from step 1 to step 3.
3. If the employee is not satisfied with the decision of the Department Head, he/she may within five (5) calendar days from such decision, bring the matter to the attention of the Town Manager who shall render a written decision within seven (7) days.
4. Should the employee be dissatisfied with the Town Manager's decision, the employee may within seven (7) calendar days from such decision, submit the grievance to the Personnel Appeals Board in writing and shall set forth the relief being sought. The Appeals Board shall conduct a hearing into the matter within fourteen (14) calendar days from the receipt of the grievance. The Board shall render a written recommendation based on its findings to the Town Council and Town Manager pursuant to Section 301 of the Town Charter, which recommendation shall be made within seven (7) days from the conclusion of the hearing. The above time limits may be extended by mutual agreement.
5. Nothing in the Ordinance or this Handbook shall diminish the right of any employee to present his/her own grievance.

## DISCIPLINARY ACTION

**Policy:** The Town has a policy of progressive discipline of employees, which means that repeated instances of poor job performance or misconduct will be subject to progressively more severe sanctions which may include oral warnings, written reprimands, suspension, with or without pay, demotion or dismissal. Progressive discipline does not mean that the initial disciplinary response to unsatisfactory job performance or misconduct will always be the same. Serious job performance problems or misconduct such as, but not limited to, dishonesty, violence or theft, may result in more severe disciplinary sanctions, up to and including dismissal, even on the first occurrence.

**Examples of Conduct Warranting Disciplinary Action:** The following examples illustrate types of conduct which may constitute grounds for disciplinary action and are not exclusive:

### 1. Attendance

- a) Improper or unauthorized use or abuse of paid leave
- b) Excessive absenteeism, regardless of reason, the effect of which disrupts or diminishes effectiveness
- c) Being absent without authorized leave, or repeated unauthorized late arrival or early departure from work
- d) Abuse of break and lunch periods

### 2. Behavior

- a) Violation of the provisions of Town Ordinances, including Personnel Rules and Regulations, department operating rules or procedures, or related directives.
- b) Failure to carry out a direct order from a Supervisor, except where the employee's safety may reasonably be jeopardized by the order, or the order is illegal or in conflict with any law.
- c) Engaging in a conflict of interest
- d) Conduct that discredits the employee or the Town or willful misrepresentation of the Town
- e) Conviction of a crime, including convictions based on a plea of nolo contendere or of a misdemeanor involving moral turpitude, the nature of which reflects the possibility of serious consequences related to the continued assignment or employment of the employee
- f) Knowingly falsifying, removal or destruction of information related to employment, payroll or work related records or reports
- g) Soliciting outside work for personal gain during business hours; participating in any off duty employment that adversely affects the employee's performance of work for the Town.

- h) Discourteous treatment of the public or other employees, including harassing, coercing, threatening or intimidating others
- i) Conduct that interferes with the management of Town operations
- j) Violation or neglect of safety rules or contributing to hazardous conditions
- k) Unauthorized use of Town property
- l) Physical altercations
- m) Any act or conduct that is discriminatory in nature toward another person's race, creed, national origin, sex (including sexual harassment), age, religious beliefs or political affiliations
- n) Accepting gratuities intended to influence the employee's job performance
- o) Misuse of Town telephones, computers or internet service
- p) Possession, display or use of explosives, firearms or other dangerous weapons while on duty or on Town property. (Except for police officers or other authorized employees in the performance of their duties)
- q) Possession of alcohol, narcotics or drugs while on Town property (except in the official discharge of police duties). Alcohol may only be on Town property at sanctioned events as authorized by the Town Manager

### 3. Performance

- a) Inefficiency, incompetence or negligence in the performance of duties, including failure to perform assigned tasks or training, or failure to discharge duties in a prompt, competent or reasonable manner.
- b) Refusal or inability to improve job performance in accordance with written or verbal direction after a reasonable trial period
- c) Refusal to accept reasonable and proper assignments from an authorized Supervisor
- d) Intoxication or incapacity on duty due to the use of alcohol or drugs
- e) Driving under the influence of alcohol or drugs while on duty; suspension of driver's license where job duties require driving
- f) Careless, negligent or improper use of Town property, equipment or funds, including unauthorized removal, or use for private purpose, or use involving damage or unreasonable risk of damage to property
- g) Unauthorized release of confidential information or official records

## **Authority of Disciplinary Action**

The Town Manager shall have the authority to take necessary disciplinary action which may include such remedies as oral warnings, written reprimands, suspension with or without pay, demotion or dismissal. Such authority may be delegated by the Town Manager. Supervisors below the department Head level shall NOT be given the authority to suspend, demote or dismiss a subordinate. If a department Head has been delegated disciplinary authority, no suspension without pay for more than two (2) days, demotion or dismissal shall be taken by the Department Head without consultation with, and approval by, the Town Manager.

**Just Cause:** All disciplinary action involving suspension without pay for more than two (2) days, demotion or dismissal shall be for just cause.

## **Due Process Hearing**

Before making a final decision to suspend without pay for more than two (2) days, demote or dismiss an employee, the Town Manager or designee shall hold an informal hearing. The employee shall be given written notice of the proposed disciplinary action and the reasons therefor in advance of the informal hearing. The hearing shall include, at a minimum, the employee, the employee's Department Head and the Town Manager or designee. The employee shall be afforded an opportunity at the informal hearing to respond to the reasons and to present reasons why the employee believes the discipline or discharge is not justified. The employee shall be permitted to have witnesses speak on the employee's behalf and to be assisted by a representative. A prior informal hearing shall not be required when in the judgment of the Town Manager the employee's conduct or job performance creates an immediate threat of injury to the employee, any other Town employee or members of the public, or is otherwise detrimental to the Town, provided that the employee shall be suspended with pay until such time as an opportunity for an informal hearing is offered.

## **Appeal to Personnel Appeals Board**

Should an employee be dissatisfied with Town Manager's decision with respect to suspension without pay for more than two (2) days, demotion or dismissal, the employee may file an appeal of the decision to the Personnel Appeals Board. The appeal shall be in writing and filed with the Town Clerk within seven (7) calendar days of the decision. The appeal shall set forth the relief sought. The Personnel Appeals Board shall conduct a hearing on the matter within fourteen (14) days from the receipt of the appeal by the Town Clerk. The Board shall render a written recommendation based on its findings to the Town Council and Town Manager pursuant to Section 301 of the Town Charter, which recommendation shall be made within seven (7) days from the conclusion of the hearing.